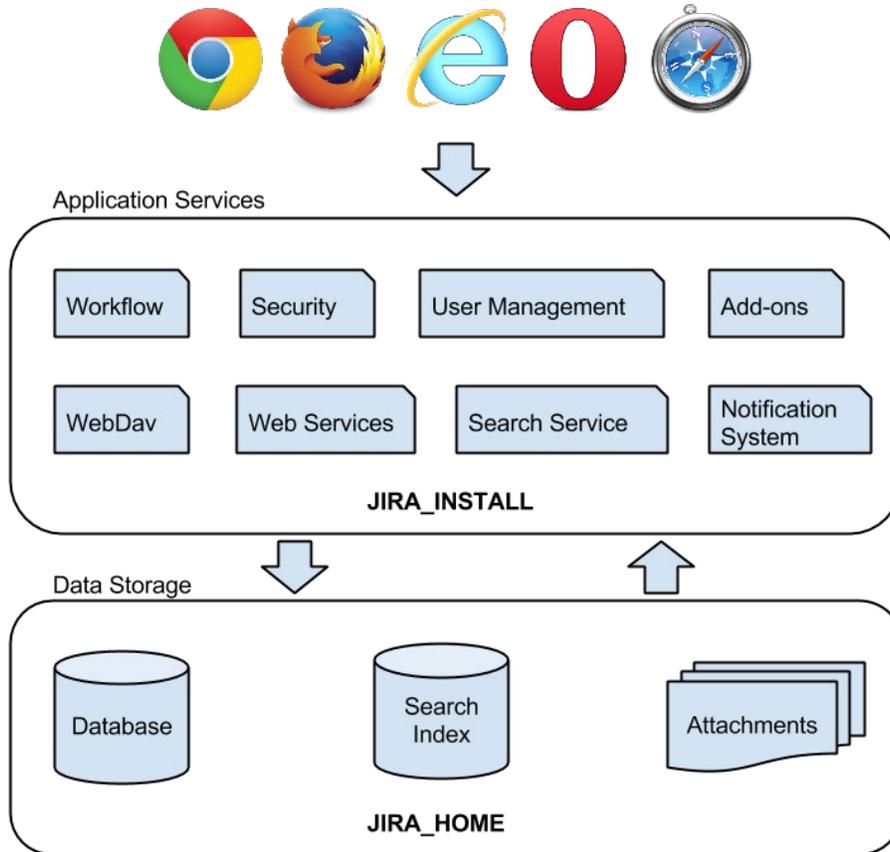
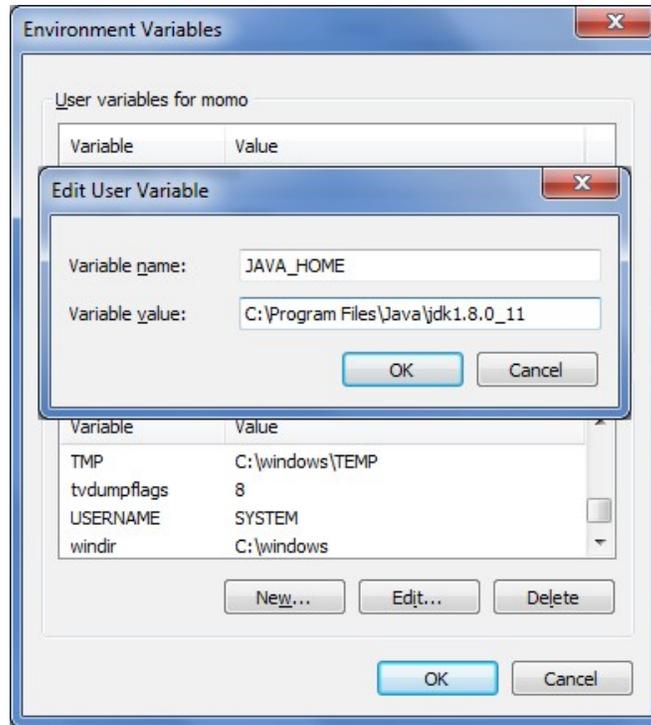
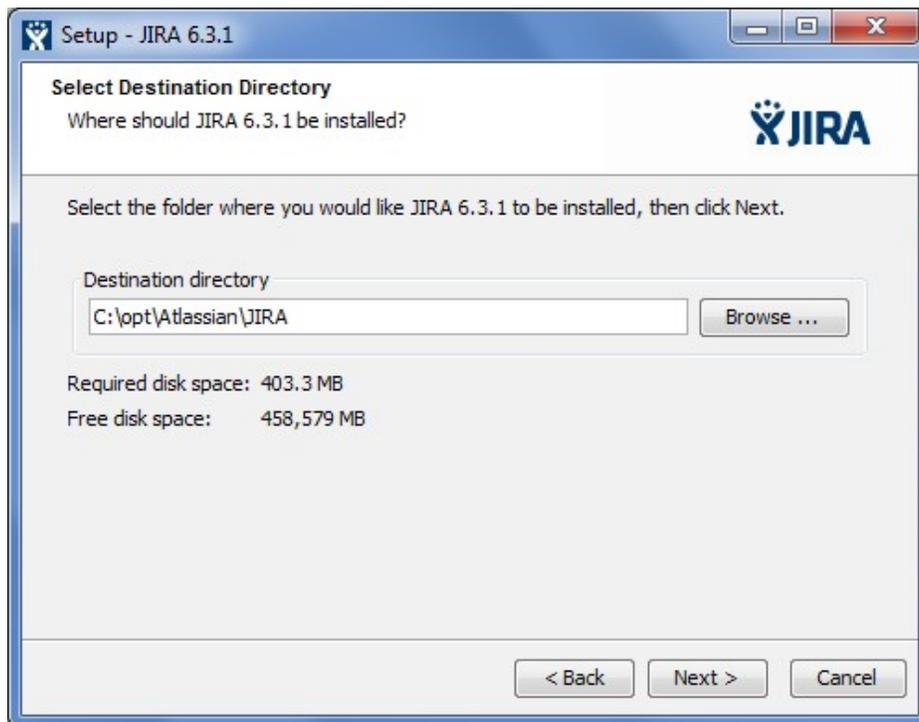
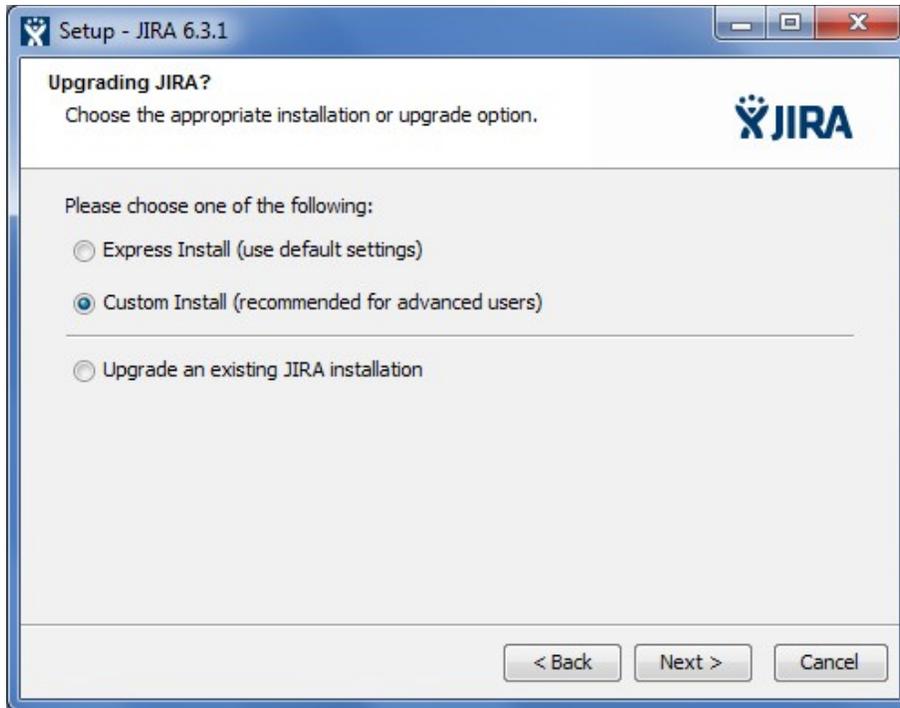


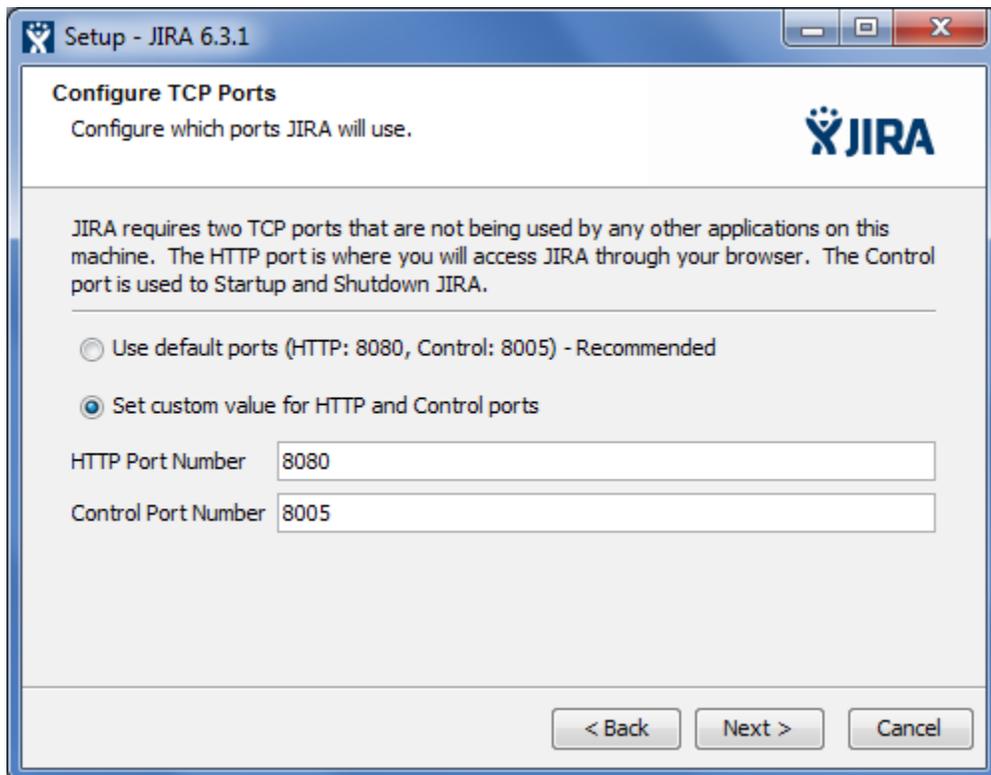
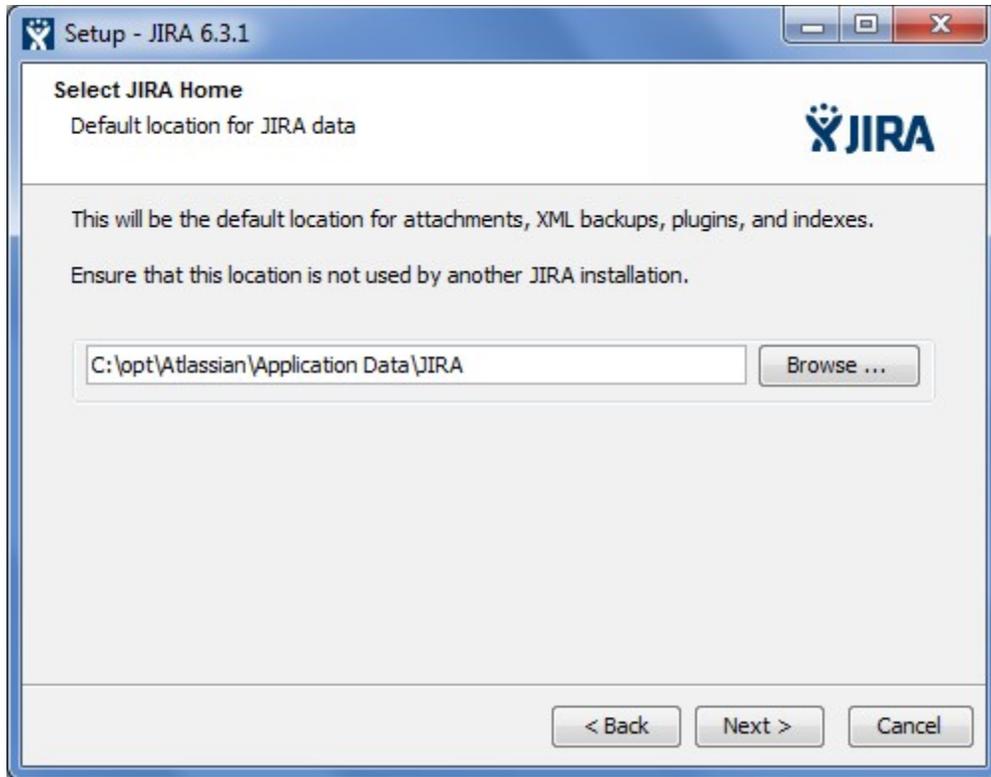
Chapter 1: Getting Started with JIRA

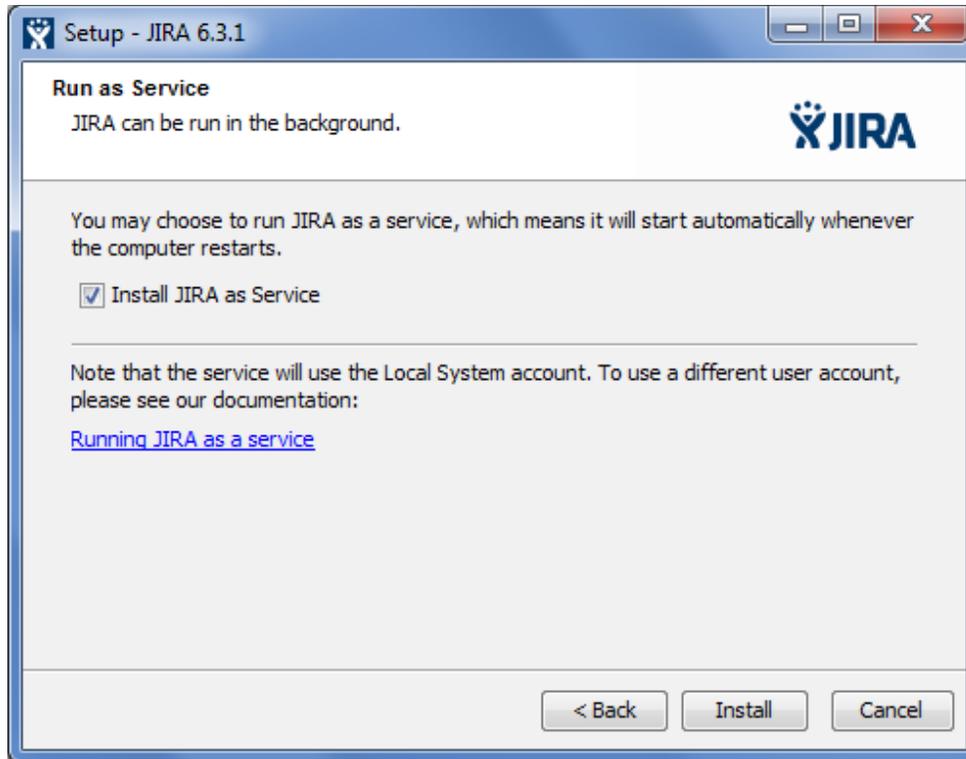


```
C:\windows\system32\cmd.exe
C:\>java -version
java version "1.8.0_11"
Java(TM) SE Runtime Environment (build 1.8.0_11-b12)
Java HotSpot(TM) 64-Bit Server VM (build 25.11-b03, mixed mode)
C:\>_
```









Welcome

Follow these steps to set up JIRA.



Server Language

The language this JIRA installation will use.

Database Connection Built In (for evaluation or demonstration)
 My Own Database (recommended for production environments)

Built in database can be [migrated](#) to a database of your own later.

[Learn more about connecting JIRA to a database.](#)

Database Type

⚠ JIRA requires that you download and install the MySQL driver. You will have to restart JIRA after installing the driver. Please consult [our documentation](#) for more information.

Hostname

Hostname or IP address of the database server.

Port

TCP Port Number for the database server.

Database

The name of the database to connect to.

Username

The username used to access the database.

Password

The password used to access the database.

Next

Test Connection

Set Up Application Properties



Existing data? You can [import your data](#) from another installed or hosted JIRA server instead of completing this setup process.

Application Title

The name of this installation.

Mode Public

Anyone can sign up to create issues.

Private

Only administrators can create new users.

Base URL

The base URL for this installation of JIRA.

All links created will be prefixed by this URL.

Next

Customize your installation

- I'm using JIRA for project tracking**
A basic version of JIRA will be installed.



- I'm using JIRA for development**
Enable a seamless workflow for agile development teams.



- I'm using JIRA for an IT Service Desk**
Make help desk tracking easy for end users and your IT team.



[Next](#)

Adding your license key



You need a license key to set up JIRA, and if you've chosen to also install a plugin, you'll need a license for that too. The plugin license can be obtained by logging into your my.atlassian.com account.

I don't have an account I have an account but no key I have a JIRA key

Please enter your license key

Server ID **B1AV-IJKW-GYG5-WWRZ**

Your JIRA License
Key

Next

Set Up Administrator Account



Enter details for the administrator account. You can add more administrators after setup.

Full name

JIRA Administrator

Email Address

example@company.com

Username

admin

Password

.....

Confirm Password

.....

Next

Set Up Email Notifications



Configure a connection to an outgoing mail server so that JIRA can send email notifications. You can configure a mail server now or after you have set up JIRA.

Configure Email Notifications Later Now

Finish

System Dashboard

Tools -

Introduction



Welcome to Your Company JIRA

Not sure where to start? Check out the JIRA 101 guide and Atlassian training course.

You can customise this text in the Administration section.

Guide for JIRA Administrators



Getting Started

- Create or import your first project to start tracking your work
- Create your first JIRA issue to get things done
- Build your team by adding users or inviting users
- Add your own style by customising the look and feel

I'm done, hide this list

Assigned to Me

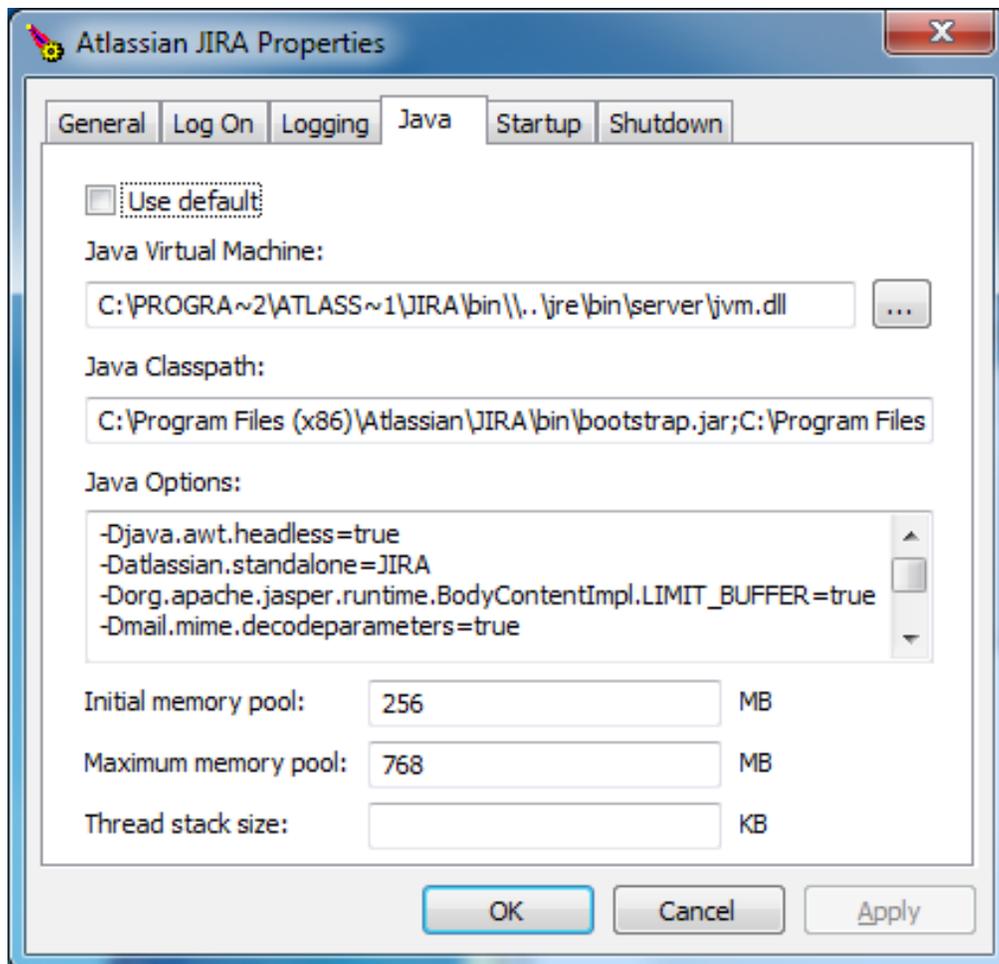
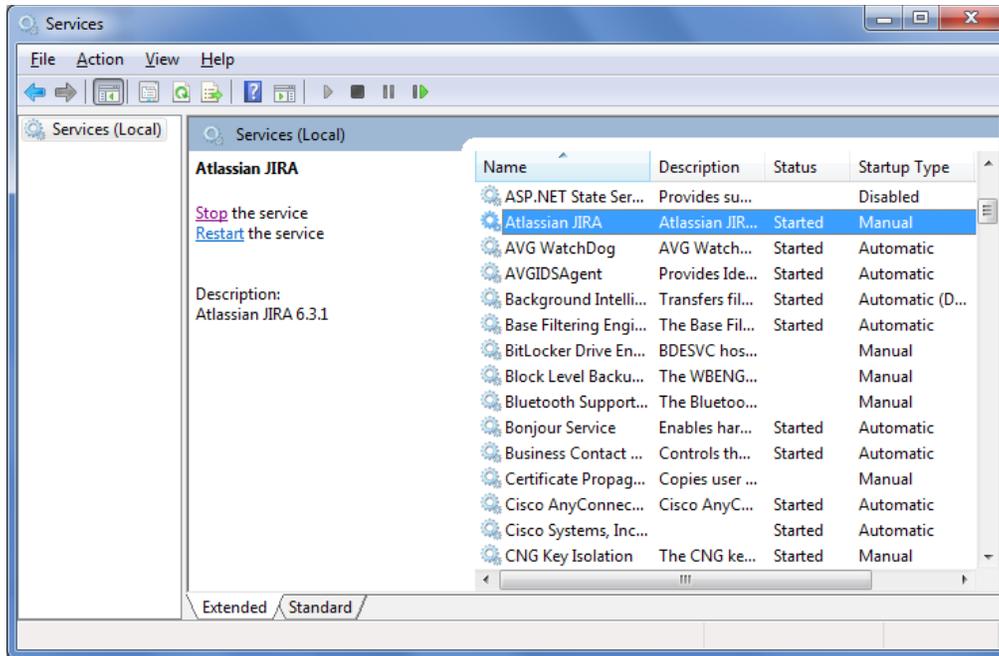
There are no issues assigned to you.

Activity Stream

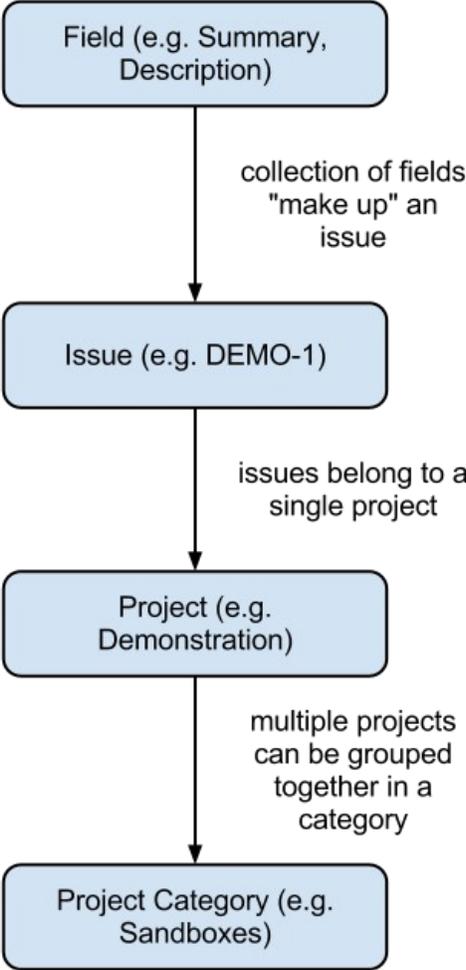
Your Company JIRA



No activity was found



Chapter 2: Project Management



Select Project Type



Simple Issue Tracking

Track your issues with a basic workflow using a few issue types.



Project Management

Track the issues in your project from start to finish.



Agile Kanban

Constrain work-in-progress and manage your task flow



Software Development

Track development tasks and bugs. Optionally connect your source and build managers.



Agile Scrum

Manage your product development with backlogs, stories, and sprints



JIRA Classic

Create a traditional JIRA project using the shared JIRA default schemes.

[Import from external system](#)

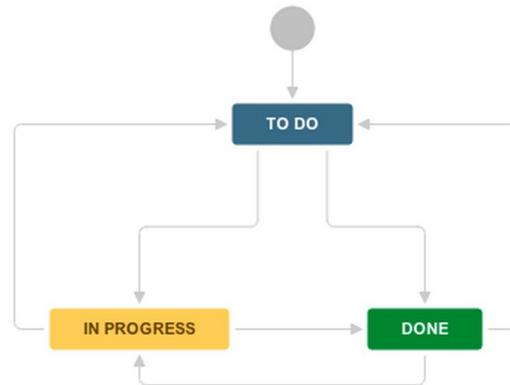
[Next](#) [Cancel](#)

Simple Issue Tracking

This project provides you with a quick and easy way to get JIRA up and running for simple issue tracking. Select this project to keep things simple. You can optionally configure these later.

Issue Types

-  New Feature
-  Task
-  Sub-task



[Back](#)

[Select](#)

[Cancel](#)

Simple Issue Tracking

Name

Max. 80 characters.

Key ?

Max. 10 characters.

Project Lead  Patrick Li

Enter the username of the Project Lead.

Simple Issue Tracking

Specify a descriptive name and key for your project. For example, the name of the application that you are tracking issues for.

If you have more than one user, you also need to choose a project lead. This should be the person that manages issue tracking for this project.

[Back](#)

[Submit](#)

[Cancel](#)

CSV File import

File import

CSV Source File* No file chosen

The maximum file upload size is 10.00 MB. You can change this in [Attachments](#).

Use an existing configuration file

If you have used this importer before, you may have saved the configuration you used.
You can use that configuration again to save time.

Advanced

File encoding*

CSV Delimiter

Leave blank for comma or enter \t for tab-delimited.

To include a delimiter character, place the value between double quotes.

To include a delimiter or a double quote character, place each value between double quotes.

[Back](#)

 Passwords will not be imported. Users will have to create new password when they first attempt to login.

Map projects

Setup

Import to Project* Hello World

Defined in CSV

To import multiple projects you must use the project defined in the CSV.

E-mail Suffix for New Users
(e.g. @atlassian.com)

Date format
(e.g. dd/MMM/yy h:mm a)

Please specify the format that dates are stored in the CSV file. Please use syntax valid for [SimpleDateFormat](#).

[Back](#)

Map fields

Fields

Select the CSV fields to import, then set how you would like these converted to fields in JIRA. You can optionally map field values on the next screen.

CSV Field		JIRA field	Map field value
Description <small>(e.g. The help icon is not linked to any documentation.)</small>	→	Description	<input type="checkbox"/>
Origin <small>(e.g. QA)</small>	→	Request Origin	<input checked="" type="checkbox"/>
Summary <small>(e.g. Help icon is not showing anything)</small>	→	Summary	<input type="checkbox"/>

Working with multiples

For issues with multiple attachments, versions, components or comments use multiple columns in your CSV file. Use either: Different column names like Attachment 1, Attachment 2 then map each column to a corresponding JIRA field, or use the same column name (they will be mapped to the selected field).

Custom fields

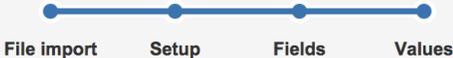
Existing custom fields must be global to all projects.

Sub-tasks

To import issues as sub-tasks define the column mapping for: Issue Id, Parent Id and Issue Type

[Next](#) [Back](#)

Map values



Values

CSV Field	Value from importer	Target value in JIRA
Origin (imported as <code>existingCustomField</code>)	Bug	→ <input type="text" value="Bug Report"/>
	Customer Feedback	→ <input type="text" value="Customer Feedback"/>
	QA	→ <input type="text" value="QA"/>

[Begin Import](#) [Back](#)

✔ 1 projects and 15 issues imported successfully!

What now?

You can [download a detailed log](#) of this import. You can also [save the configuration](#) for future use.

[Import another project.](#)

Summary

- Issues
- Road Map
- Change Log
- Reports
- Versions
- Components

Summary

Welcome to the administration of your demonstration project!

This is where you can view and change how the project is configured. Use the tabs on the left to navigate to different project settings.

Versions: Unreleased

Name	Release date
2.0.0	22/Aug/14
2.1.0	01/Sep/14

Issues: 30 Day Summary



Issues: 6 created and 1 resolved

Activity Stream

Today

Patrick LI resolved DEMO-4 - Editing issues as 'Fixed'
Just now [Comment](#) [Watch](#)

Patrick LI commented on DEMO-4 - Editing issues

Which way are you going to add your comment?

- Keyboard shortcut: `m`
- Clicking the Comment button below
- Clicking the Comment button in the top section
- Using the Operations Dialog keyboard shortcut: `.` and then typing 'comment'

29 minutes ago [Comment](#) [Watch](#)

Patrick LI created DEMO-4 - Editing issues

Changing stuff
 There are a few ways you can edit an issue, we'll let you know them all and then you can pick which ones you like best:

- Inline edit by clicking in the field you want to change. Try clicking here to edit this text.
- Keyboard shortcut:

[Read more »](#)

29 minutes ago [Comment](#) [Watch](#)

Patrick LI created DEMO-1 - What is an issue?

Welcome to your first issue

Summary

- Issues
- Road Map
- Change Log
- Reports
- Versions
- Components

Issues

- All Issues
- Unresolved
- Added recently
- Resolved recently
- Updated recently
- Assigned to me
- Reported by me
- Unscheduled
- Outstanding

Unresolved: By Priority

Priority	Issues	Percentage
Major	5	100%

[View Issues](#)

Status Summary

Status	Issues	Percentage
Open	5	83%
Resolved	1	17%

[View Issues](#)

Unresolved: By Assignee

Assignee	Issues	Percentage
Patrick Li	5	100%

[View Issues](#)

Unresolved: By Component

Component	Issues
No Component	5

[View Issues](#)

Unresolved: By Version

Version	Issues
Unscheduled	5

[View Issues](#)

Unresolved: By Issue Type

Issue Type	Issues	Percentage
Bug	1	20%
Improvement	1	20%

Overview Administration click to set project category edit, delete, re-index project

Summary

Issue Types

- Bug
- Improvement
- New Feature
- Sub-task
- Task

Workflows

Screens

Fields

Versions

Components

Roles

Permissions

Issue Security

Notifications

project configuration tabs

Welcome to the administration of your demonstration project!

This is where you can view and change how the project is configured. Use the tabs on the left to navigate to different project settings.



Issue Types

Keep track of different types of issues, such as bugs or tasks. Each issue type can be configured differently.

Scheme:

Default Issue Type Scheme

- Bug
- Improvement
- New Feature
- Task
- Sub-task SUB-TASK



Workflows

Issues can follow processes that mirror your team's practices. A workflow defines the sequence of steps that an issue will follow, e.g. "In Progress", "Resolved".



Versions

For software projects, JIRA allows you to track different versions, e.g. 1.0, 2.0. Issues can be assigned to versions.

This project has no unarchived versions. [Add a version](#)



Components

Projects can be broken down into components, e.g. "Database", "User Interface". Issues can then be categorised against different components.

This project does not use any components. [Add a component](#)



Roles



Components

Projects can be broken down into components, e.g. "Database", "User Interface". Issues can then be categorised against different components.

Name	Description	Component Lead	Default Assignee	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Project Default (Unassign ▾)	Add
Database	Database connectivity		Project Default	Delete
Payment Gateway			Project Lead	Delete
UI	General user interface	Patrick Li	Component Lead	Delete

click to edit



Versions

Merge

For software projects, JIRA allows you to track different versions, e.g. 1.0, 2.0. Issues can be assigned to versions.

Name	Description	Start date	Release date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.1.0			01/Sep/14
2.0.0	New dashboard module	18/Aug/14	22/Aug/14
1.0.1	Hotfix for UI bug.		
1.0.0	Product launch!		

- Release
- Build and Release
- Archive
- Delete

Administration

Search JIRA admin



Projects Issues User management System Add-ons

Projects

Project Categories

View Project Categories

The table below shows the project categories usable to categorize projects.

Name	Description	Projects	Operations
Marketing			Edit · Delete

Add New Project Category

Name

Description

Add

Create Issue

 Configure Fields ▾

Project*  Global Help Desk ▾

Issue Type*  Task ▾ 

Summary*

Priority  Major ▾ 

Due Date 

Component/s ▾

- CRM
- Intranet
- User Directory**
- None

Affects Version/s

Fix Version/s

Assignee  Automatic ▾

[Assign to me](#)

Reporter*  Patrick Li

Start typing to get a list of possible matches.

Environment

Create another [Cancel](#)

Chapter 3: Issue Management

Annotations:

- project & issue key:** Demonstration Project / DEMO-1
- issue summary:** What is an issue?
- issue operations:** Edit, Comment, Assign, More
- workflow transitions:** Start Progress, Resolve Issue, Close Issue, Admin
- share/export issue:** Export
- issue details:** Type, Priority, Affects Version/s, Component/s, Labels, Status, Resolution, Fix Version/s
- user fields:** Assignee, Reporter, Votes, Watchers
- date fields:** Created, Updated
- date fields:** Estimated, Remaining, Logged
- attachments:** IssueTypes.png
- sub-tasks:** Keyboard shortcuts
- issue comments and other activity data:** Activity section with comment from Patrick Li

Create Issue

 Configure Fields ▾

Project*  Demonstration Project ▾

Issue Type*  Bug ▾ 

Summary*

Priority  Major ▾ 

Due Date 

Component/s ▾

Start typing to get a list of possible matches or press down to select.

Affects Version/s ▾

Start typing to get a list of possible matches or press down to select.

Fix Version/s ▾

Start typing to get a list of possible matches or press down to select.

Assignee  Automatic ▾

[Assign to me](#)

Reporter*  Patrick Li

Start typing to get a list of possible matches.

Create another

Create

Cancel

Create Issue

Project:

Issue Type:

Summary:

Priority:

Component/s:

Affects Version/s:

Description:

Create another

Configure Fields

Show Fields: All Custom Where is my field?

<input checked="" type="checkbox"/> Affects Version/s	<input type="checkbox"/> Epic Link
<input type="checkbox"/> Assignee	<input type="checkbox"/> Fix Version/s
<input type="checkbox"/> Attachment	<input type="checkbox"/> Labels
<input checked="" type="checkbox"/> Component/s	<input checked="" type="checkbox"/> Priority
<input checked="" type="checkbox"/> Description	<input type="checkbox"/> Reporter
<input type="checkbox"/> Due Date	<input type="checkbox"/> Sprint
<input type="checkbox"/> Environment	<input type="checkbox"/> Time Tracking

Demonstration Project / DEMO-4

Editing issues

Details

Type: Status: **RESOLVED** (View Workflow)

Priority: Resolution: Fixed

Affects Version/s: Fix Version/s: None

Component/s:

Labels:

Description

Changing stuff

There are a few ways you can edit an issue, we'll let you know them all and then you can pick which ones you like best:

- Inline edit by clicking in the field you want to change. Try clicking here to edit this text.
- Keyboard shortcut:
- Jump to field using keyboard shortcut:
- Click the Edit button in the operations bar

Note: some items in the view issue page, like the status and resolution, are only changed by workflow buttons.

hover over, click, and edit

Move Issue

- **Select Project and Issue Type**

- Select New Status
- Update Fields
- Confirmation

Move Issue: DEMO-6 - What's next?

Step 1 of 4: Choose the project and issue type to move to ...

Select Project

Current Project: Demonstration Project → New Project:

Select Issue Type

Current Issue Type: Task → New Issue Type:

Move Issue

- **Select Project and Issue Type**

Project: **Hello World**
Issue Type: **Story**

- **Select New Status**

- Update Fields
- Confirmation

Move Issue: Select Status

Step 2 of 4: Select the status of the issue ...

Note: Each status displayed below is invalid - please select a new status.

Current Issue (Workflow: jira → TEST: Simple Issue Tracking Workflow)

Current Status: → New Status:

Move Issue

- **Select Project and Issue Type**

Project: **Hello World**
Issue Type: **Story**

- **Select New Status**

Status: **To Do**

- **Update Fields**

- Confirmation

Move Issue: Update Fields

Step 3 of 4: Update the fields of the issue to relate to the new project.

Business Value:

Measurement of business value of a requirement.

Story Points:

Measurement of complexity and/or size of a requirement.

Move Issue

- Select Project and Issue Type
Project: **Hello World**
Issue Type: **Story**
- Select New Status
Status: **To Do**
- Update Fields
- Confirmation

Move Issue: Confirm

Step 4 of 4: Confirm the move with all of the details you have just configured.

	Original Value (before move)	New Value (after move)
Project	Demonstration Project	Hello World
Type	Task	Story
Status (Workflow)	OPEN (jira)	TO DO (TEST: Simple Issue Tracking Workflow)
Business Value		
Story Points		5

Move Cancel

People

Assignee:



Patrick Li

Reporter:



Patrick Li

Votes:

1

Watchers:

1

Stop watching this issue

user currently watching this issue

click to view all watchers

Add Watchers ✕

Start Typing for Users

Patrick Li

Assign

Assignee  Patrick Li 

Comment
Can you please look into this as soon as possible?

  Viewable by All Users

Shortcut tip: Pressing also opens this dialog box



Export ▾

Link to Issue

<http://jira.example.com/browse/DEMO-1>

User name or email



Patrick Li

Note

Hey, check out this issue.

Share

Cancel

Issue linking is currently **ON**.



To deactivate issue linking, simply click below.

Deactivate

For the users you wish to be able to link issues, ensure that they have the **Link Issues** permission for that particular project.

Name	Outward Description	Inward Description	Operations
Blocks	blocks	is blocked by	Edit · Delete
Cloners	clones	is cloned by	Edit · Delete
Duplicate	duplicates	is duplicated by	Edit · Delete
Relates	relates to	relates to	Edit · Delete

Add New Link Type

Add a new link type

Name

(eg "Duplicate")

Outward Link Description

(eg "duplicates")

Inward Link Description

(eg "is duplicated by")

Add

Link

JIRA Issue

[Web Link](#)

Select a JIRA issue to link this issue to

This issue

Issue

[or search for an issue](#)

Begin typing to find recently viewed issues

Comment



Viewable by All Users

Link

Cancel

Link

[JIRA Issue](#)
Web Link

Enter a URL to link this issue to

URL*
Enter the URL of the page to link

Link Text*

Comment

Viewable by All Users

Time Tracking +



Time Tracking is currently **OFF**.



Activate Time Tracking below.

Hours per day

Please specify the number of hours per working day. The default for this value is 8 hours.

Days per week

Please specify the number of working days per week. The default for this value is 5 days.

Time format pretty (e.g. 4 days, 4 hours, 30 minutes)
 days (e.g. 4d 4.5h)
 hours (e.g. 36.5h)

Default Unit

Time unit used for input that doesn't explicitly specify one. The default for this value is "minute".

Legacy Mode

In legacy mode, the original estimate and remaining estimate are linked and only one value can be updated at a time. This is no longer the default for new installations of JIRA version 4.2 and later.

Copy Comment To Work

Description When this option is enabled, any comment entered as part of a workflow transition on an issue will be copied to the work log description *if* work is logged as part of that transition.

Activate

Log Work

Time Spent* (eg. 3w 4d 12h) ?

An estimate of how much time you have spent working.

Date Started* 

Remaining Estimate Adjust automatically

the estimate will be reduced by the amount of work done, but never below 0.

Use existing estimate of 3 days

Set to (eg. 3w 4d 12h)

Reduce by (eg. 3w 4d 12h)

Work Description



Viewable by All Users



Find more time-tracking add-ons...

Log

Cancel

- Edit
- Comment
- Assign
- More ▾
- Start Progress
- Resolve Issue
- Close Issue
- Admin ▾

Activity

- All
- Comments**
- Work Log
- History
- Activity
- Source
- Reviews

There are no comments yet on this issue.

Comment

Please attach a screenshot of the error message to the issue.

click to preview comment

Viewable by All Users **restrict permission to view this comment**

- Add
- Cancel

Activity

- All
- Comments**
- Work Log
- History
- Activity
- Source
- Reviews

▼ Patrick Li added a comment - 44 minutes ago

Please attach a screenshot of the error message to the issue. **permalink, edit, delete this comment**

Edit Attachment Settings

Attachment Path Use Default Directory

/Users/lulumomo/Applications/atlassian-jira-6.3.1-standalone/home/data/attachments

Disable Attachments

Attachment Size

The total upload size limit in bytes.

Enable Thumbnails ON

OFF

Enable creation of thumbnails of image attachments.
Attachments must be enabled to enable thumbnails.

Enable ZIP support ON

OFF

Enable ZIP support for attachments. Attachments must be enabled to enable ZIP support.

Update

Cancel

Attach Files

Attachment Getting Started.pdf

No file chosen

The maximum file upload size is 10.00 MB.

Comment

   Viewable by All Users

Issue Types



Name	Type	Related Schemes	Operations
 Bug A problem which impairs or prevents the functions of the product.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeAgile Scrum Issue Type Scheme	Edit · Delete · Translate
 Epic Created by JIRA Agile - do not edit or delete. Issue type for a big user story that needs to be broken down.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeAgile Scrum Issue Type Scheme	Edit · Delete · Translate
 Improvement An improvement or enhancement to an existing feature or task.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeAgile Scrum Issue Type Scheme	Edit · Delete · Translate
 New Feature A new feature of the product, which has yet to be developed.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeTEST: Simple Issue Tracking Issue Type SchemeGHD: Simple Issue Tracking Issue Type Scheme	Edit · Delete · Translate
 Story Story	Standard	<ul style="list-style-type: none">Default Issue Type SchemeAgile Scrum Issue Type Scheme	Edit · Delete · Translate
 Task A task that needs to be done.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeTEST: Simple Issue Tracking Issue Type SchemeGHD: Simple Issue Tracking Issue Type Scheme	Edit · Delete · Translate
 Sub-task The sub-task of the issue	Sub-Task	<ul style="list-style-type: none">Default Issue Type SchemeTEST: Simple Issue Tracking Issue Type SchemeGHD: Simple Issue Tracking Issue Type Scheme	Edit · Delete · Translate
 Technical task Created by JIRA Agile - do not edit or delete. Issue type for a technical task.	Sub-Task	<ul style="list-style-type: none">Default Issue Type SchemeAgile Scrum Issue Type Scheme	Edit · Delete · Translate

Delete Issue Type: Bug

[click to view the 19 issues using this issue type](#)

Note: This issue type cannot be deleted - there are currently **19** matching issues with no suitable alternative issue types (only issues you have permission to see will be displayed, which may be different from the total count shown on this page).

In order for an issue type to be deleted, it needs to be associated with one workflow, field configuration and field screen scheme across all projects. If this is not the case, JIRA can not provide a list of valid replacement issue types.

[Cancel](#)

Sub-Tasks

- | | | |
|-------------------------------------|--------------------|------------|
| 1. Verify hard disk is not failing | DONE | Patrick Li |
| 2. Check BIOS settings | DONE | Patrick Li |
| 3. Re-install operating system | IN PROGRESS | Patrick Li |

Issue Type Schemes

[Add Issue Type Scheme](#)



An issue type scheme determines which issue types will be available to a set of projects. It also allows to specify the order in which the issue types are presented in the user interface.

Name	Options	Projects	Operations
Default Issue Type Scheme Default issue type scheme is the list of global issue types. All newly created issue types will automatically be added to this scheme.	<input checked="" type="checkbox"/> Bug (Default) <input checked="" type="checkbox"/> New Feature <input checked="" type="checkbox"/> Task <input checked="" type="checkbox"/> Improvement <input checked="" type="checkbox"/> Sub-task <input checked="" type="checkbox"/> Epic <input checked="" type="checkbox"/> Technical task <input checked="" type="checkbox"/> Story	Global (all unconfigured projects)	Edit · Associate · Copy

Add Issue Type Scheme

+ Add Issue Type

Scheme Name*

Description

Default Issue Type

Change the order of the options by **dragging and dropping** the option into the desired order. Similarly, **drag and drop** the option from one list to the other to add or remove them.

Issue Types for Current Scheme	Available Issue Types
<p>Remove all</p> <ul style="list-style-type: none"><input type="checkbox"/> Bug<input type="checkbox"/> Improvement<input type="checkbox"/> New Feature<input type="checkbox"/> Sub-task (sub-task)	<p>Add all</p> <ul style="list-style-type: none"><input type="checkbox"/> Epic<input type="checkbox"/> Story<input type="checkbox"/> Task<input type="checkbox"/> Technical task (sub-task)

Save [Cancel](#)

View Priorities

The table below shows the priorities used in this version of JIRA, in order from highest to lowest.

- [Translate priorities](#)

Name	Description	Icon	Color	Order	Operations
Blocker	Blocks development and/or testing work, production could not run.				Edit · Delete · Default
Critical	Crashes, loss of data, severe memory leak.				Edit · Delete · Default
Major	Major loss of function.				Edit · Delete · Default
Minor	Minor loss of function, or other problem where easy workaround is present.				Edit · Delete · Default
Trivial	Cosmetic problem like misspelt words or misaligned text.				Edit · Delete · Default

Create Issue

 Configure Fields ▾

Project*  Global Help Desk ▾

Issue Type*  Incident ▾ 

 Ticket

Summary*

Priority  Major ▾ 

Component/s

Start typing to get a list of possible matches or press down to select.

Affects Version/s **None**

Description

Create another

Create

Cancel

Chapter 4: Field Management

Custom Fields

add a new custom field →

+ Add Custom Field Find More Custom Fields ?

Name	Type	Available Context(s)	Screens
Business Value Measurement of business value of a requirement.	Number Field	Issue type(s): [?] [i]	[gear icon]
Epic Color LOCKED Epic Color field for JIRA Agile use only.	Color of Epic	Issue type(s): [?]	<ul style="list-style-type: none"> Configure Edit Translate Screens Delete
Epic Link LOCKED Choose an epic to assign this issue to.	Epic Link Relationship	Issue type(s): Global (all issues)	[gear icon]
Epic Name LOCKED Provide a short name to identify this epic in the JIRA Agile boards.	Name of Epic	Issue type(s): [?]	<ul style="list-style-type: none"> Default Screen [gear icon]
Epic Status LOCKED Epic Status field for JIRA Agile use only.	Status of Epic	Issue type(s): [?]	configuration options [gear icon]
Epic/Theme Field that will help you regroup issues under an Epic or under a theme.	Labels	Issue type(s): Global (all issues)	[gear icon]

Select a Field Type Q Search

All

Standard

Advanced

Select
▼

Select List (single choice)
A single select list with a configurable list of options.

Free text field

Text Field (multi-line)
A multiline text area custom field to allow input of longer text strings.

Text field

Text Field (single line)
A basic single line text box custom field to allow simple text input.

www.jira.com

URL Field
Allow the user to input a single URL

jsmith
👤

User Picker (single user)
Choose a user from the user base via a popup picker window.

Find More Custom Fields

Next
Cancel

Configure 'Select List (single choice)' Field

Name*

Description

Options*

Engineering x

Associate field Department to screens

Associate the field Department to the appropriate screens. You must associate a field to a screen before it will be displayed. New fields will be added to the end of a tab.

Screen	Tab	Select
Default Screen	Field Tab	<input checked="" type="checkbox"/>
Resolve Issue Screen	Field Tab	<input type="checkbox"/>
Workflow Screen	Field Tab	<input type="checkbox"/>

Custom Fields

[+ Add Custom Field](#) [Find More Custom Fields](#) ?

Name	Type	Available Context(s)	Screens
Business Value Measurement of business value of a requirement.	Number Field	Issue type(s): 	
Department	Select List (single choice)	Issue type(s): Project • Default •	
Epic Color LOCKED Epic Color field for JIRA Agile use only.	Color of Epic	Issue type(s): 	
Epic Link LOCKED Choose an epic to assign this issue to.	Epic Link Relationship	Issue type(s): Global (all issues)	• Default Screen

Edit Custom Field Details

If the search template is changed, manual reindexing must follow

Field Name

Description

A description of this particular custom field.
You can include HTML, make sure to close all your tags.

Search Template

Note that changing a custom field searcher may require a [re-index](#).

[Cancel](#)

Configure Custom Field: Department



Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover, project level schemes will over-ride global ones.

- [Add new context](#) ← **add a new context**
- [View Custom Fields](#)



Default Configuration Scheme for Department

Default configuration scheme generated by JIRA

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):
Global (all issues)

Default Value: [Edit Default Value](#) Engineering

- Options: [Edit Options](#)
- **Engineering**
 - **Sales**
 - **P&T**

edit/delete the context →



Help Desk Context

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):
 
Project(s):
[Global Help Desk](#)

Default Value: [Edit Default Value](#)

- Options: [Edit Options](#)
- **HR**
 - **PMO**

Edit Options for Custom Field : Department

Reorder the option list below or add a new option for config **Default Configuration for Department** for custom field **Department**

HTML (e.g.: My Option) may be entered in option values. Be sure to 'escape' literal <'s with < and >'s with > (e.g.: Apples < Oranges)

- [Sort options alphabetically](#)
- [View Custom Field Configuration](#)

Position	Option	Order	Move To Position	Operations
1.	Engineering	↓ ↘	<input type="text"/>	Edit · Delete · Disable
2.	Sales	↑ ↗ ↓ ↘	<input type="text"/>	Edit · Delete · Disable
3.	P&T	↑ ↗	<input type="text"/>	Edit · Delete · Disable

Add New Custom Field Option

Add Value

Set Custom Field Defaults



Set the default value for custom field: Department

Department:

[Cancel](#)

View Field Configurations



i The table below shows Field Configurations and the Field Configuration Schemes they are used in. A Field Configuration provides the ability to change field behavior, it essentially tells JIRA how to handle a particular field. For example, a Field Configuration can be used to hide a field from all input screens and views, or to make a field require a value every time it is edited.

Field Configurations are activated by placing them into [Field Configuration Schemes](#), and then associating a scheme with one or more projects.

Name	Field Configuration Schemes	Operations
Default Field Configuration The default field configuration		Configure · Copy
Support Field Configuration Field configuration for support teams.	• Support Field Configuration Scheme	Configure · Copy · Edit

View Field Configuration



SHARED BY 1 PROJECT

The table below shows all fields configured in JIRA and their properties for **Default Field Configuration**.

You can use this page to make fields required, hide/show fields and specify their description. You can also change the screens the field appears on by using the "Screens" link next to each field.

- [View all field configurations](#)
- [Restore Defaults](#)

Name	Screens	Operations
Affects Version/s REQUIRED field is mandatory [Autocomplete Renderer]	<ul style="list-style-type: none">• Default Screen	Edit · Hide · Optional · Screens · Renderers
Assignee	<ul style="list-style-type: none">• Default Screen• Resolve Issue Screen• Workflow Screen	Edit · Show field is hidden
Attachment	<ul style="list-style-type: none">• Default Screen	Edit · Hide · Screens
Comment [Wiki Style Renderer] field is rendered with wiki markup	This field can not be placed on screens by users.	Edit · Renderers

Edit Field Renderer: Description

A renderer determines how the value of a field will be displayed within the system.

Update the renderer for the field 'Description'

Active Renderer

A renderer determines how the value of a field will be displayed within the system.

[Cancel](#)

View Field Configuration Schemes

[+ Add Field Configuration Scheme](#)



i The table below shows the current Field Configuration Schemes and the projects they are associated with.
Field Configuration Schemes map [Field Configurations](#) to issue types. A Field Configuration Scheme can be associated with one or more projects, making issues in these projects use the Field Configuration mapped to their issue type.

Name	Projects	Operations
Engineering Field Configuration Scheme Field configuration scheme for engineering teams.		Configure · Copy · Edit · Delete
Support Field Configuration Scheme Field configuration scheme for support teams.	<ul style="list-style-type: none">• Global Help Desk	Configure · Copy · Edit

Configure Field Configuration Scheme: Support Field Configuration Scheme

+ Associate an Issue Type with a Field Configuration

SHARED BY 1 PROJECT



i This scheme can be used by one or more projects, the field configuration specified for each issue type will be applied to the issues in these projects.

The *Default* entry specifies the field configuration that will be used for any issue type that has not been explicitly mapped to a field configuration.

View [all field configuration schemes](#).

Issue Type	Field Configuration	Operations
Default Used for all unmapped issue types.	Support Field Configuration	Edit
Bug	Bug Field Configuration	Edit · Delete
Technical task	Development Field Configuration	Edit · Delete
Improvement	Development Field Configuration	Edit · Delete



Fields

Support Field Configuration Scheme

Actions

Different issues can have different information fields. A field configuration defines how fields behave (required/optional; hidden/visible).

[Edit fields](#)
[Use a different scheme](#)

The field configuration scheme defines which fields apply to this project. To change the fields used, you can select a different field configuration scheme, or modify the currently selected scheme.

This project uses 3 field configurations.

> Support Field Configuration DEFAULT SHARED BY 2 PROJECTS

aaa Epic Incident New Feature Story Task Ticket
 Sub-task

> Bug Field Configuration

Bug DEFAULT

> Development Field Configuration

Improvement Technical task

Create Issue

⚙️ Configure Fields ▾

Description

☰ ?

Is Escalation Required ^{*}

Yes ← **our custom fields**
 No

Is Escalation Required is required.

Escalation List

Start typing to get a list of possible matches.

Create another Create Cancel

Edit Comment Assign More ▾ Start Progress Resolve Issue Close Issue Admin ▾
Export Export ▾

Details

Type:	■ Bug	Status:	OPEN (View Workflow)
Priority:	↑ Major	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Labels:	None		
Is Escalation Required:	Yes		

Description

When I try to access the internal staff portal, a 500 error page is displayed. See attached screenshot.

People

Assignee: Administrator

Reporter: Mike Brown

Escalation List: John Parker

Votes: 0 [Vote for this issue](#)

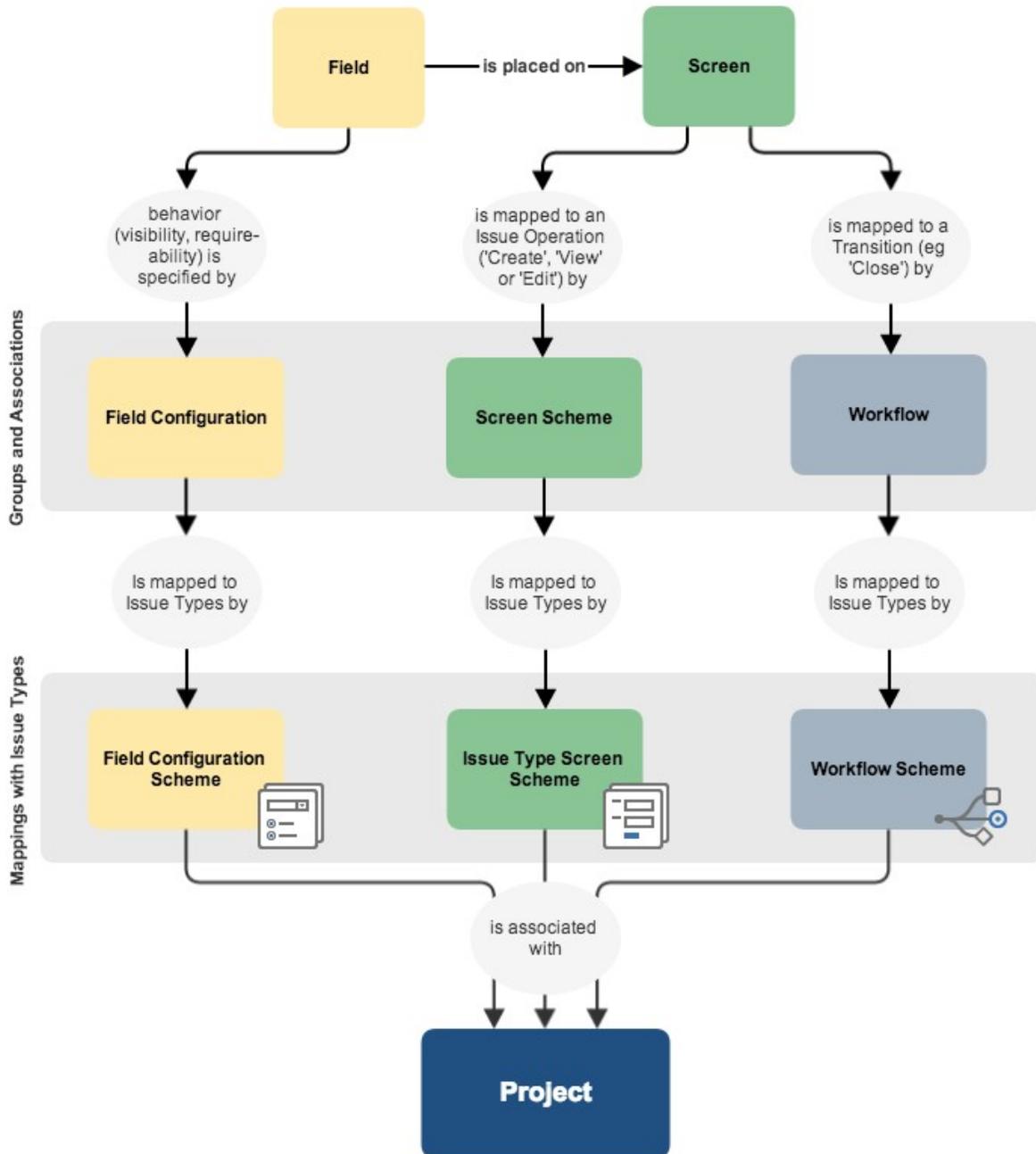
Watchers: 1 [Stop watching this issue](#)

Dates

Created: 2 days ago

← **our custom fields** →

Chapter 5: Screen Management



View Screens

[+ Add Screen](#) [?](#)

i A screen is an arrangement of fields that are displayed when the issue is created, edited or transitioned through workflow.

- To choose screens that are displayed when issues are **created** or **edited** please map the screens to issue operations using [Screen Schemes](#).
- To select which screen is displayed for a particular **workflow transition**, please select the [workflow](#) the transition belongs to and edit it.

Note: it is only possible to delete a screen if it is not part of a Screen Scheme and is not used in any workflows.

Name	Screen Schemes	Workflows	Operations
Bug Create Screen Screen to create bug issues			Configure · Edit · Copy · Delete
Bug Edit Screen Screen to edit bug issues			Configure · Edit · Copy · Delete
Default Screen Allows to update all system fields.	<ul style="list-style-type: none">• Default Screen Scheme		Configure · Edit · Copy
Resolve Issue Screen Allows to set resolution, change fix versions and assign an issue.		<ul style="list-style-type: none">• jira (Resolve Issue)• jira (Close Issue)• classic default workflow (Close Issue)• classic default workflow (Resolve Issue)	Configure · Edit · Copy
Workflow Screen This screen is used in the workflow and enables you to assign issues		<ul style="list-style-type: none">• jira (Reopen Issue)• jira (Close Issue)• classic default workflow (Reopen Issue)• classic default workflow (Close Issue)	Configure · Edit · Copy

Configure Screen

[?](#)

This page shows the way the fields are organized on **Bug Create Screen** screen.

Note: when the screen is shown to the user only non-hidden fields that the user has permissions to edit will be actually displayed.

[Field Tab](#)  [Add Tab](#)

 Summary Remove
 Description
 Assignee
 Fix Version/s



Select a field to add it to the screen.

Create Issue

 Configure Fields ▾

Project*  Demonstration Project ▾

Issue Type*  Bug ▾ 

Field Tab Build Info Internal Only ← screen tabs

Summary*

Priority  Major ▾ 

Due Date 

Component/s ▾

Start typing to get a list of possible matches or press down to select.

Affects Version/s ▾

Start typing to get a list of possible matches or press down to select.

Fix Version/s ▾

Start typing to get a list of possible matches or press down to select.

Assignee  Automatic ▾

[Assign to me](#)

Create another [Cancel](#)

Configure Screen



SHARED BY 8 PROJECTS

This page shows the way the fields are organized on **Default Screen** screen.

Note: when the screen is shown to the user only non-hidden fields that the user has permissions to edit will be actually displayed.

edit & delete tab

Field Tab Internal Only Add Tab

Epic Status

Business Value

Log Work

Resolution

Escalation List

Select Field ...

Select a field to add it to the screen.

View Screen Schemes

+ Add Screen Scheme



i Screen Schemes allow you to choose what screens are shown for each issue operation. Screen Schemes are mapped to issue types using [Issue Type Screen Schemes](#), which can be associated with one or more projects.

Note: a screen scheme can only be deleted if it is not used in a Issue Type Screen Scheme.

Name	Issue Type Screen Schemes	Operations
Default Screen Scheme Default Screen Scheme	<ul style="list-style-type: none">Default Issue Type Screen Scheme	Configure · Edit · Copy
Engineering Screen Scheme Screen scheme for engineering projects		Configure · Edit · Copy · Delete

Configure Screen Scheme — Engineering Screen Scheme

+ Associate an Issue Operation with a Screen



i Please use the table and the form below to select which screen will be displayed for each issue operation. The *Default* entry is used to indicate which screen should be used for operations that do not have a specific mapping in this scheme.

To activate this screen scheme, map it to one or more issue types using an [Issue Type Screen Scheme](#) and then associate the Issue Type Screen Scheme with one or more projects.

Note: a screen scheme can only be deleted if it is not a default scheme and is not associated with any projects.

- [View all screen schemes](#)

Issue Operation	Screen	Operations
Default Used for all unmapped operations.	Default Screen	Edit
Create Issue	Bug Create Screen	Edit · Delete
Edit Issue	Bug Edit Screen	Edit · Delete

Issue Type Screen Schemes

+ Add Issue Type Screen Scheme



i An Issue Type Screen Scheme allows you to choose what [Screen Scheme](#) is used for each issue type.

Then, an Issue Type Screen Scheme can be associated with one or more projects, to specify what Screen Scheme, and hence what [Screen](#) should be used for a particular issue operation for the projects' issues.

Note: it is not possible to delete an Issue Type Screen Scheme, if it is associated with at least one project.

Name	Projects	Operations
Default Issue Type Screen Scheme The default issue type screen scheme	<ul style="list-style-type: none">• Demonstration Project	Configure · Edit · Copy
Engineering Issue Type Screen Scheme Issue type screen scheme for engineering projects	<ul style="list-style-type: none">• Client Portal• TSX5 Design System	Configure · Edit · Copy · Delete
PMO Issue Type Screen Scheme		Configure · Edit · Copy · Delete

Configure Issue Type Screen Scheme: Engineering Issue Type Screen Scheme

+ Associate an Issue Type with a Screen Scheme



i This scheme can be used by one or more projects, the [Screen Scheme](#) specified for each issue type will be applied to the issues in these projects.

The *Default* entry specifies which Screen Scheme will be used for any issue type that has not been explicitly mapped to a screen scheme.

View [all issue type screen schemes](#).

Issue Type	Screen Scheme	Operations
Default Used for all unmapped issue types.	Engineering Screen Scheme	Edit
<input checked="" type="checkbox"/> Bug	Engineering Bug Screen Scheme	Edit · Delete
<input checked="" type="checkbox"/> Task	Engineering Task Screen Scheme	Edit · Delete

Screens

Engineering Issue Type Screen Scheme

Screens allow you to arrange the fields to be displayed for an issue. Different screens can be used when an issue is created, edited, or transitioned through a workflow.

The screen scheme defines which screens apply to this project. To change the screens used, you can select a different screen scheme, or modify the currently selected scheme.

This project uses 3 screen configurations.

Actions ▾
[Edit screens](#)
[Use a different scheme](#)

› **Engineering Screen Scheme** **DEFAULT** **issue type and screen scheme mapping**

aaa Epic Improvement Incident New Feature Story Ticket Sub-task

Technical task

▼ **Engineering Bug Screen Scheme**

This issue type... **Bug** **DEFAULT** ...uses this screen scheme **screen and issue operation mapping**

Operation	Screen
Create Issue	Bug Create Screen
Edit Issue	Bug Edit Screen
View Issue	Bug View Screen

› **Engineering Task Screen Scheme**

Task



Screens

Help Desk Issue Type Screen Scheme

Actions ▾

Screens allow you to arrange the fields to be displayed for an issue. Different screens can be used when an issue is created, viewed, edited, or transitioned through a workflow.

The screen scheme defines which screens apply to this project. To change the screens used, you can select a different screen scheme, or modify the currently selected scheme.

This project uses 2 screen configurations.

▼ **Default Screen Scheme** DEFAULT SHARED BY 7 PROJECTS 

This issue type...	...uses this screen scheme								
<div data-bbox="228 604 415 632">Ticket DEFAULT</div>	<table border="1"> <thead> <tr> <th>Operation</th> <th>Screen</th> </tr> </thead> <tbody> <tr> <td>Create Issue</td> <td> Default Screen</td> </tr> <tr> <td>Edit Issue</td> <td> Default Screen</td> </tr> <tr> <td>View Issue</td> <td> Default Screen</td> </tr> </tbody> </table>	Operation	Screen	Create Issue	 Default Screen	Edit Issue	 Default Screen	View Issue	 Default Screen
Operation	Screen								
Create Issue	 Default Screen								
Edit Issue	 Default Screen								
View Issue	 Default Screen								

▼ **Help Desk Incident Screen Scheme** 

This issue type...	...uses this screen scheme								
<div data-bbox="228 982 337 1010">! Incident</div>	<table border="1"> <thead> <tr> <th>Operation</th> <th>Screen</th> </tr> </thead> <tbody> <tr> <td>Create Issue</td> <td> Help Desk Create/View Screen</td> </tr> <tr> <td>Edit Issue</td> <td> Help Desk Edit Screen</td> </tr> <tr> <td>View Issue</td> <td> Help Desk Create/View Screen</td> </tr> </tbody> </table>	Operation	Screen	Create Issue	 Help Desk Create/View Screen	Edit Issue	 Help Desk Edit Screen	View Issue	 Help Desk Create/View Screen
Operation	Screen								
Create Issue	 Help Desk Create/View Screen								
Edit Issue	 Help Desk Edit Screen								
View Issue	 Help Desk Create/View Screen								

Create Issue

 Configure Fields ▾

Project *

Issue Type * ?

Field Tab Escalation

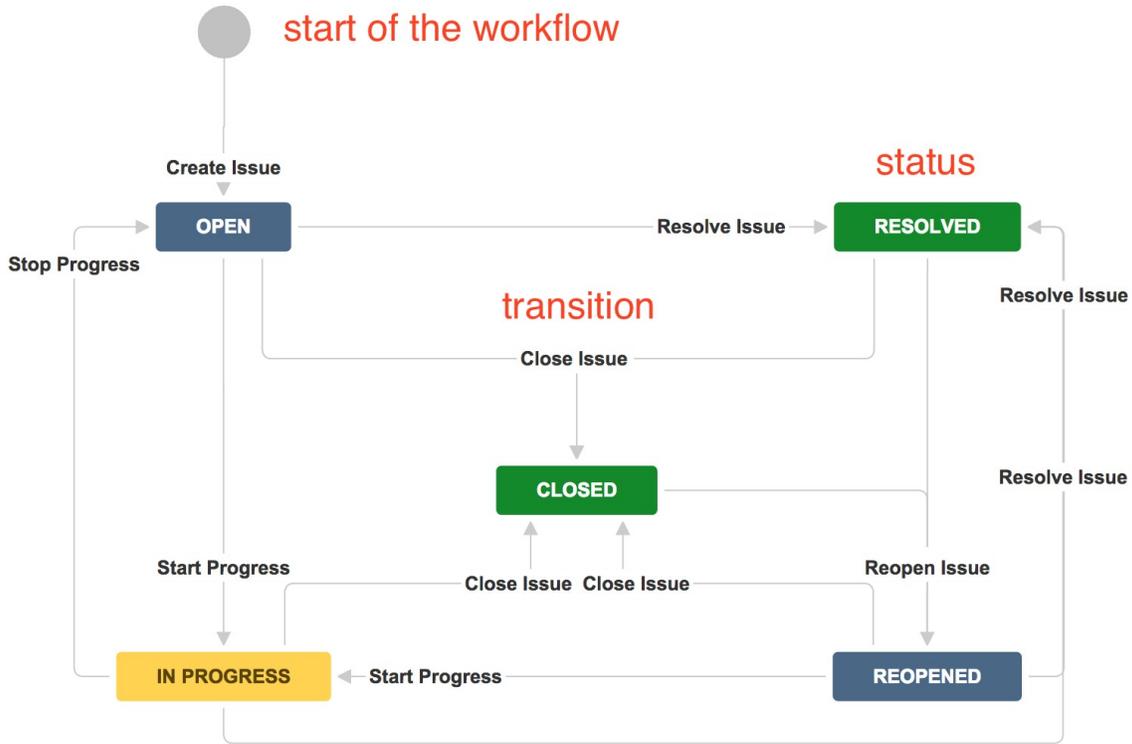
Escalation List

Start typing to get a list of possible matches.

Is Escalation * Yes
Required No

Create another [Cancel](#)

Chapter 6: Workflows and Business Processes



Demonstration Project / DEMO-2

Changing an issue's status

Edit Comment Assign More **Start Progress** Resolve Issue Close Issue Admin

Details

Type:	+ New Feature	Status:	OPEN (View Workflow)
Priority:	↑ Major	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	demo		

transitions (with arrow pointing to 'Start Progress')

Workflows

[+ Add Workflow](#) [Import](#) [?](#)

[i](#) To delete a workflow, you must first unassign it from all workflow schemes and draft workflow schemes.

Active workflows that are in use

Name	Last modified	Assigned Schemes	Steps	Operations
jira (Read-only System Workflow) DEFAULT The default JIRA workflow.			5	View · Copy
Agile Simplified Workflow for Project SSP i Generated by JIRA Agile version 6.4.4. This workflow is managed internally by JIRA Agile. Do not manually modify this workflow.	16/Aug/14 Patrick Li	<ul style="list-style-type: none">Agile Simplified Workflow Scheme for Project SSP	5	View · Edit · Copy
Engineering Workflow	15/Oct/14 Patrick Li	<ul style="list-style-type: none">Engineering Workflow Scheme	7	View · Edit · Copy

Inactive workflows that are not in use

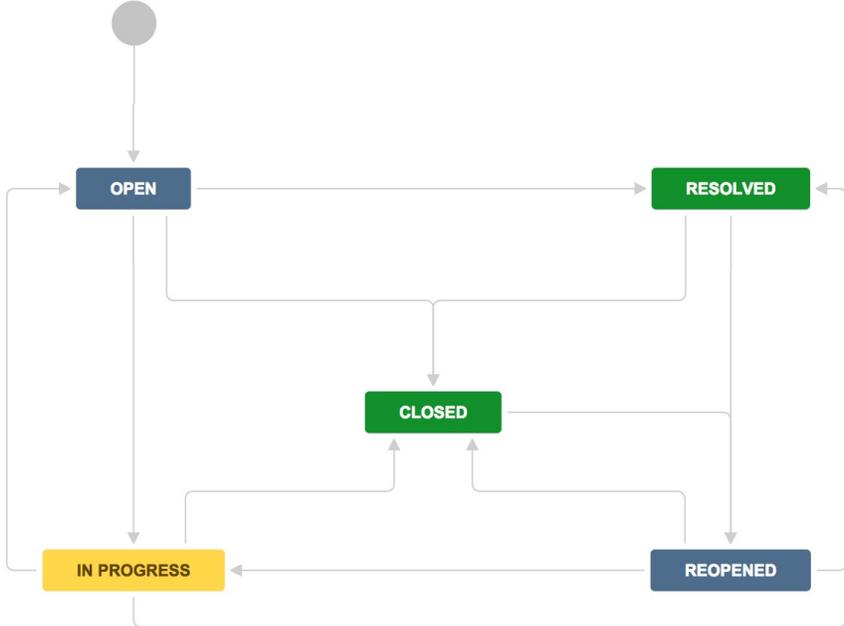
Name	Last modified	Assigned Schemes	Steps	Operations
classic default workflow The classic JIRA default workflow		<ul style="list-style-type: none">classic	5	Edit · Copy
Sales Workflow	16/Nov/14 Patrick Li		5	Edit · Copy · Delete

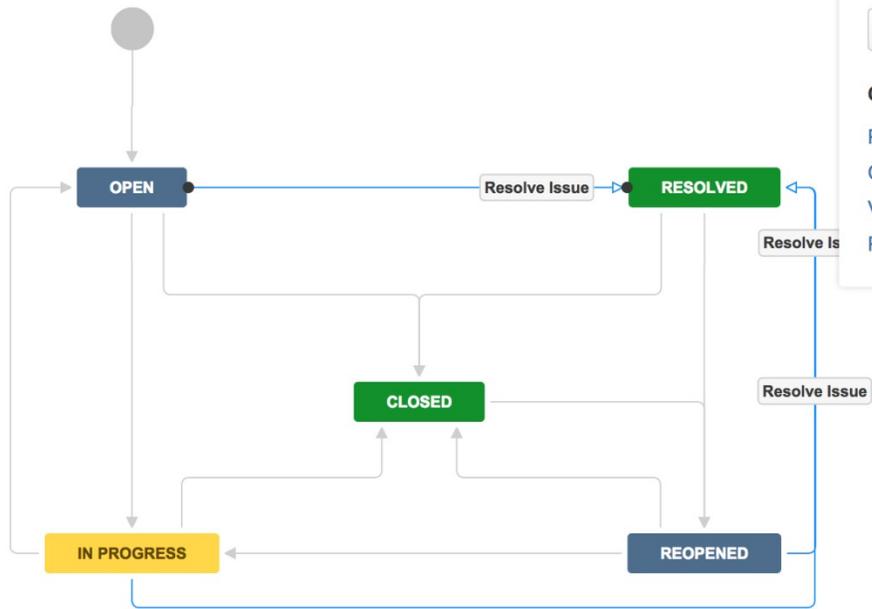
Sample Workflow INACTIVE

Diagram Text Export ▾

+ Add status + Add transition Show transition labels Last edited by you, 1 minute ago ⬆

+
-





Resolve Issue

[Edit](#) [Delete transition](#)

Options _____

- Properties (3)
- Conditions (1)
- Validators (0)
- Post Functions (5)

Diagram

Text

Export ▾

+ Add status

+ Add transition

Show transition labels

Closed ▾

Search for an existing status or name a new one.

Allow all statuses to transition to this one

Add

Cancel

Add Transition

New Transition

Reuse a transition

From status*

To status*

Name*

Description

Screen

Add

Cancel

Reopen Issue

 Reopening an issue indicates that it has not been completed, and should be looked at again.

Assignee  Patrick Li

Comment

  Viewable by All Users

[Reopen Issue](#) [Cancel](#)

Completed Sprint: [Sprint 1 ended](#)

Add Transition

[New Transition](#) [Reuse a transition](#)

You can reuse a transition provided the destination status is the same.

From status*

To status*

Transition to reuse*

[Add](#) [Cancel](#)

Add trigger



Pull request created

Automatically transitions the issue when a related pull request is created in a...



Pull request merged

Automatically transitions the issue when a related pull request is merged in a...



Pull request declined

Automatically transitions the issue when a related pull request is declined in a...



Pull request reopened

Automatically transitions the issue when a related pull request is reopened in a...



Branch created

Automatically transitions the issue when a related branch is created in a connected...



Commit created

Automatically transitions the issue when a related commit is made in a connected...



Tell us what other triggers you'd like to see

We are very interested in how you'd like to automate your workflow.

Next

Cancel

Resolve Issue

 Resolving an issue indicates that the developers are satisfied the issue is finished.

Assignee  Patrick Li 

Resolution* Fixed  

Resolution Details

Resolution Details is required.

Comment

  Viewable by All Users

Add Parameters To Function

Add required parameters to the Function.

Issue Field: 
The field to change.

Field Value: Unassigned
 Automatic
 
Start typing to get a list of possible matches.

 Please make sure that the value you set is valid for the project using this workflow. Otherwise, the transition may fail at execution time.

Publish Draft Workflow

 You are about to publish the workflow **Bug Workflow (Draft)**. This will overwrite the active workflow **Bug Workflow** and remove the draft! Click Publish if you want to continue.

Save a backup copy? Yes

No

Backup workflow name*

Copy of Bug Workflow

Please use only ASCII characters.

Publish

Cancel

Workflow Schemes

[+ Add Workflow Scheme](#)



Workflow Schemes allow you to define which workflows apply to given issue types and projects.

Active

Name	Projects	Issue Type	Workflow	Operations
Sales Workflow Scheme	• Sales Tracker	 Unassigned Types → Sales Workflow	Sales Workflow	Edit · Copy
		 New Feature → Sales Workflow		
Development Workflow Scheme	• Customer Portal v2	 Unassigned Types → Engineering Workflow	Engineering Workflow	Edit · Copy
		 Technical task → Engineering Workflow		
		 New Feature → New Feature Workflow		
		 Bug → Bug Workflow		
		 Sub-task → Engineering Workflow		

Inactive

Name	Projects	Issue Type	Workflow	Operations
classic classic		 Unassigned Types →	classic default workflow	Edit · Copy · Delete

Development Workflow Scheme

SHARED BY 1 PROJECT

Click to add description

Add Workflow ▾

Workflow	Issue Types	Operations
Engineering Workflow View as: Text · Diagram	 All Unassigned Issue Types  Sub-task ×  Technical task ×	Assign · Remove
Bug Workflow View as: Text · Diagram	 Bug ×	Assign · Remove
New Feature Workflow View as: Text · Diagram	 New Feature ×	Assign · Remove

Add Existing Workflow

JIRA Workflow (jira)

Bug Workflow

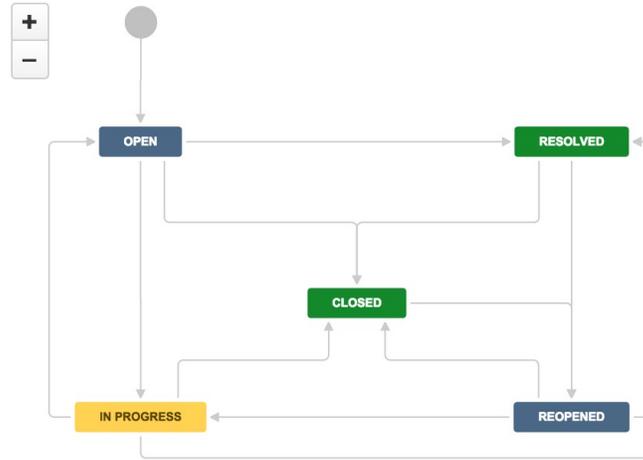
classic default workflow

Engineering Workflow

New Feature Workflow

Sales Workflow

JIRA Workflow (jira)



Description The default JIRA workflow.

Last modified **Never**

Next

Cancel

Assign Issue Types to "JIRA Workflow (jira)"

<input type="checkbox"/> Issue Type	Currently Assigned Workflow
<input type="checkbox"/> All Unassigned Issue Types	Engineering Workflow
<input type="checkbox"/> Bug	Bug Workflow
<input type="checkbox"/> Epic	
<input checked="" type="checkbox"/> Improvement	
<input type="checkbox"/> Incident	
<input type="checkbox"/> New Feature	New Feature Workflow
<input checked="" type="checkbox"/> Story	
<input checked="" type="checkbox"/> Task	
<input type="checkbox"/> Ticket	
<input type="checkbox"/> Sub-task	Engineering Workflow

Back

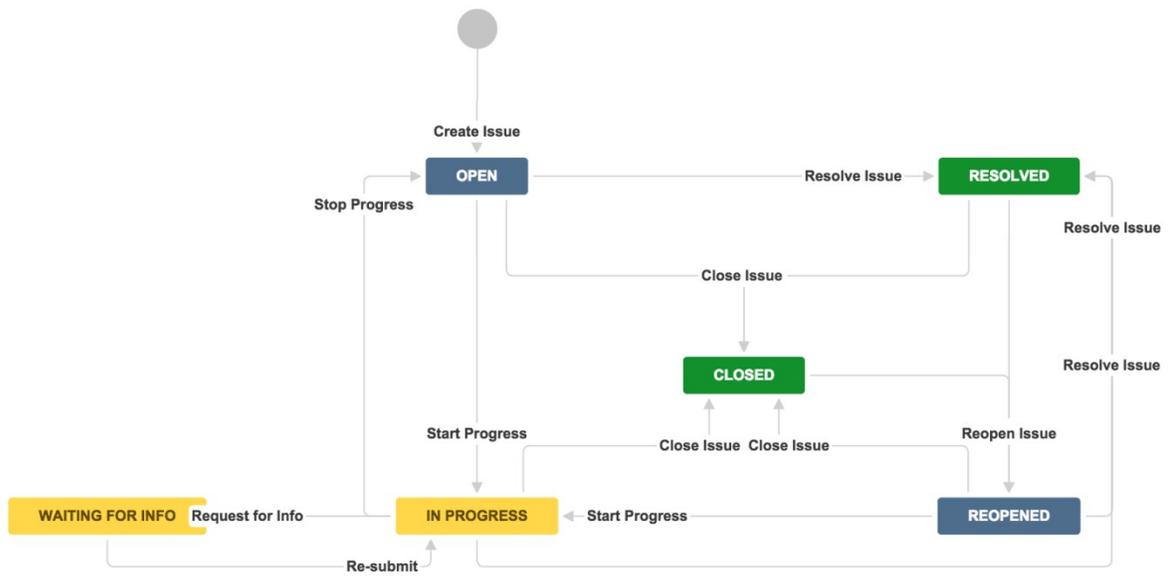
Finish

Cancel

Associate Workflow Scheme to Project: Hello World

Step 2 of 3: The current status of each issue needs to be changed so that it is compatible with the new workflows.

Issue Type	Current Status	New Status
 Bug 17	Bug Workflow	Agile Simplified Workflow for Project SSP
	OPEN	→ To Do ▾
	REOPENED	→ To Do ▾
	RESOLVED	→ Done ▾
	CLOSED	→ Done ▾





Internal user directory not working

- Edit
- Comment
- Assign
- More ▾
- Stop Progress
- Resolve Issue
- Workflow ▾

Details

Type:	Ticket	Status:	Close Issue
Priority:	Major		Request for Info
Component/s:	None	Resolution:	(View Workflow)
Labels:	None		Unresolved
Is Escalation Required:	No		

Description

User phone numbers are not being displayed.



Internal user directory not working

- Edit
- Comment
- Assign
- More ▾
- Re-submit
- Export ▾

Details

Type:	Ticket	Status:	WAITING FOR INFO
Priority:	Major		(View Workflow)
Component/s:	None	Resolution:	Unresolved
Labels:	None		
Is Escalation Required:	No		

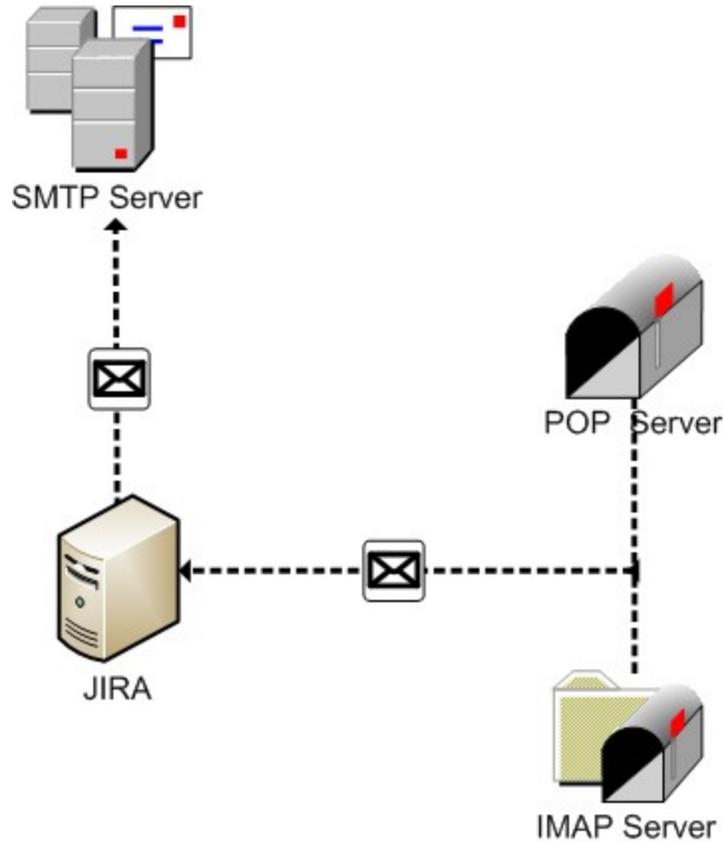
Description

User phone numbers are not being displayed.

People

- Assignee: John Doe
- Reporter: John Doe
- Votes: 0
- Watchers: 1 Stop watching this issue

Chapter 7: E-mails and Notifications



Outgoing Mail **ENABLED**

[Disable Outgoing Mail](#)

When enabled and configured, JIRA will be able to send emails to users.

SMTP Mail Server

The table below shows the SMTP mail server currently configured for JIRA.

Name	Details	Operations
Local Mail Server	From: support@appfusions.com Prefix: [JIRA] Host: localhost SMTP Port: 25	Edit · Delete · Send a Test Email

Add SMTP Mail Server



Use this page to add a new SMTP mail server. This server will be used to send all outgoing mail from JIRA.

Name *
The name of this server within JIRA.

Description

From address *
The default address this server will use to send emails from.

Email prefix *
This prefix will be prepended to all outgoing email subjects.

Server Details

Enter *either* the host name of your SMTP server or the JNDI location of a `javax.mail.Session` object to use.

SMTP Host

Service Provider

Protocol

Host Name *
The SMTP host name of your mail server.

SMTP Port
Optional - SMTP port number to use. Leave blank for default (defaults: SMTP - 25, SMTPS - 465).

Timeout
Timeout in milliseconds - 0 or negative values indicate infinite timeout. Leave blank for default (10000 mSecs).

TLS.
Optional - the mail server requires the use of TLS security.

Username
Optional - if you use authenticated SMTP to send email, enter your username.

Password
Optional - as above, enter your password if you use authenticated SMTP.

or

JNDI Location

JNDI Location
The JNDI location of a `javax.mail.Session` object, which has already been set up in JIRA's application server.

Send Email

You can send a test email here.

To

Subject

Message Type

Body

SMTP logging Log SMTP-level details

Mail log

Log

Log of the events for sending mail.

Mail Queue

This page shows you the current JIRA internal event queue, whose events may trigger notification emails.
Warning: Sending mail is disabled.

The queue currently has 3 items in it.

- this will send all mail in the queue immediately.

Subject	Queued
(DEMO-3) Keyboard shortcuts	11/Dec/14 7:36 PM
(DEMO-1) What is an issue?	11/Dec/14 7:36 PM
(DEMO-2) Changing an issue's status	11/Dec/14 7:36 PM

Send Email

You can send an email to JIRA users here.

Please select one or more groups or project roles from the list below. The email message will be sent to all members of the chosen groups or project roles.

Note: a user will receive the email only once, even if they are a member of more than one group or project role.

From patrick@appfusions.com

To * Project Roles Groups

Groups:
jira-administrators
jira-developers
jira-users

Reply To

Optionally, specify the 'Reply-To' address.

Subject *

Body *

The body of the email message. You may include HTML.

Message Type

The content-type of the email message.

Bcc

Check this box if you want to hide the users email address.

[Cancel](#)

Add New Event

Add a new event with a description and a default email template.

Name

Description

Template

Select the default email template for this event.

Transition: Resolve Issue

Edit

View Properties

Delete



Screen: Bug Resolve Screen

Triggers 0

Conditions 1

Validators 1

Post Functions 5

The following will be processed after the transition occurs

[Add post function](#)

1. Set issue status to the linked status of the destination workflow step.
2. Add a comment to an issue if one is entered during a transition.
3. Update change history for an issue and store the issue in the database.
4. Re-index an issue to keep indexes in sync with the database.
5. Fire a **Issue Resolved** event that can be processed by the listeners.

Notification Schemes



The table below shows the notification schemes currently configured for this server

Name	Projects	Operations
Default Notification Scheme	<ul style="list-style-type: none">Demonstration ProjectGlobal Help DeskHello World	Notifications <ul style="list-style-type: none">CopyEditDelete
Engineering Notification Scheme	<ul style="list-style-type: none">Audio Processor	Notifications <ul style="list-style-type: none">CopyEditDelete
Marketing Notification Scheme		Notifications <ul style="list-style-type: none">CopyEditDelete

Add Notification Scheme

Add Notification



Notification Scheme: **Engineering Notification Scheme**

Please select the type of Notification you wish to add to scheme:

- Events
- Issue Created
 - Issue Updated
 - Issue Assigned
 - Issue Resolved
 - Issue Closed
 - Issue Commented
 - Issue Comment Edited

(Select the notifications that you want to assign)

- Current Assignee
- Reporter
- Current User
- Project Lead
- Component Lead
- Single User

Start typing to get a list of possible matches.

- Group
- Project Role
- Single Email Address

 Choose a group Choose a project role

Notifications will be sent **only** for public issues. Public issues are issues which have a Permission scheme that gives the 'Browse Projects' permission to 'Anyone'(any non-logged-in users).

- All Watchers
- User Custom Field Value Choose a custom field
- Group Custom Field Value Choose a custom field

Add

Cancel



Notifications

Default Notification Scheme SHARED BY 8 PROJECTS

Notification Helper

Actions ▾

Edit notifications

Use a different scheme

JIRA can notify the appropriate people of particular events in your project, e.g. "Issue Comment" specific people, groups, or roles to receive notifications.

The notification scheme defines how the notifications are configured for this project. To change the notifications, you can select a different notification scheme, or modify the currently selected scheme.

- Email: support@appfusions.com

Events	Notifications
Issue Created	All Watchers Current Assignee Reporter
Issue Updated	All Watchers Current Assignee Reporter
Issue Assigned	All Watchers Current Assignee Reporter

Notification Helper

Find out why users receive, or do not receive notifications for this issue

User
Begin typing to find a user

Issue

Notification Event

Begin typing to find a notification event or press down to see all

Event: Issue Updated
User: [Patrick Li](#)
Project: [Demonstration Project](#)
Scheme: [Marketing Notification Scheme](#)
Issue: [DEMO-1](#)
Status: ✘ Patrick Li does not receive notifications for the 'Issue Updated' event

Status	Summary	Details
✘	Current Assignee	Patrick Li is not the current assignee

Submit

Add POP / IMAP Mail Server

Use this page to add a new POP / IMAP server for JIRA to retrieve mail from.

Name *	<input type="text"/>	The name of this server within JIRA.
Description	<input type="text"/>	
Service Provider	<input type="text" value="Custom"/>	
Protocol	<input type="text" value="POP"/>	
Host Name *	<input type="text"/>	The host name of your POP / IMAP server.
POP / IMAP Port	<input type="text"/>	Optional - The port to use to retrieve mail from your POP / IMAP account. Leave blank for default. (defaults: POP - 110, SECURE_POP - 995, IMAP - 143, SECURE_IMAP - 993)
Timeout	<input type="text" value="10000"/>	Timeout in milliseconds - 0 or negative values indicate infinite timeout. Leave blank for default (10000 ms).
Username *	<input type="text"/>	The username used to authenticate your POP / IMAP account.
Password *	<input type="text"/>	The password for your POP / IMAP account.

[Cancel](#)

Mail Handler

Name*

Server

Delay

Delay between running time, in minutes.

Handler ?

Next

Cancel

Create a new issue or add a comment to an existing i...

Project

Default project where new issues are created.

Issue Type

Default type for new issues.

Strip Quotes

If checked quoted text is removed from comments.

Catch Email Address

If set, only emails having the specified recipient in fields To, Cc or Bcc will be processed.

Bulk

Action that will be performed for emails with the 'Precedence: bulk' or emails with an 'Auto-Submitted' header that is not set to "no".

Forward Email

Create Users

If a message comes from an unrecognised address, create a new JIRA user with the user name and email address set to the 'From'

Test

Add

Cancel

Chapter 8: Securing JIRA

User Directories [?](#)

The table below shows the user directories currently configured for JIRA.

The order of the directories is the order in which they will be searched for users and groups. Changes to users and groups will be made in the first directory where JIRA has permission to make changes. It is recommended that each user exist only in a single directory.

Directory Name	Type	Order	Operations
JIRA Internal Directory	Internal	 	Disable Edit
Active Directory Server	Microsoft Active Directory (Read Only)	 	Disable Edit Test Synchronise Last synchronised at 10/1/14 2:39 PM (took 2s). Incremental synchronisation completed successfully.
Crowd Server You cannot edit this directory because you are logged in through it, please log in as a locally authenticating user to edit it.	Atlassian Crowd	 	Test Synchronise Last synchronised at 10/1/14 3:39 PM (took 10s). Incremental synchronisation completed successfully.

[Add Directory](#)

Additional Configuration & Troubleshooting

- [Directory Configuration Summary](#)

Configure LDAP User Directory



The settings below configure an LDAP directory which will be regularly synchronised with JIRA. Contact your server administrator to find out the required settings for your LDAP server.

Server Settings

Name: *

Directory Type: *
Making a selection will automatically enter default values for several options below.

Hostname: *
Hostname of the server running LDAP. Example: ldap.example.com

Port: *
 Use SSL

Username:
User to log in to LDAP. Examples: user@domain.name or cn=user,dc=domain,dc=name.

Password:

LDAP Schema

Base DN: *
Root node in LDAP from which to search for users and groups. Example: cn=users,dc=example,dc=com.

Additional User DN:
Prepended to the base DN to limit the scope when searching for users.

Additional Group DN:
Prepended to the base DN to limit the scope when searching for groups.

LDAP Permissions

- Read Only
Users, groups and memberships are retrieved from your LDAP server and cannot be modified in JIRA.
- Read Only, with Local Groups
Users, groups and memberships are retrieved from your LDAP server and cannot be modified in JIRA. Users from LDAP can be added to groups maintained in JIRA's internal directory.
- Read/Write
Modifying users, groups and memberships in JIRA will cause the changes to be applied directly to your LDAP server. Your configured LDAP user will need to have modification permissions on your LDAP server.

Test Remote Directory Connection



Use this form to test the connection to Microsoft Active Directory (Read Only) directory 'Active Directory server'.

For extended testing enter the credentials of a user in the remote directory.

User name

Password

✔ Test basic connection : Succeeded

✔ Test retrieve user : Succeeded

✔ Test get user's memberships with 2 groups retrieved . : Succeeded

✔ Test retrieve group : Succeeded

✔ Test get group members with 2 users retrieved . : Succeeded

✔ Test user can authenticate : Succeeded

[Test Settings](#)

[Edit Settings](#)

[Back to directory list](#)

Users

[✉ Invite Users](#) [+ Create User](#)

Filter Users

User Name Contains Full Name Contains Email Contains In Group Users Per Page

[Filter](#) [Reset Filter](#)

Displaying users 1 to 4 of 4.

Username	Full Name	Login Details	Groups	Directory	Operations
admin	JIRA Administrator admin@appfusions.com	Count: 4 Last: Today 4:51 PM	<ul style="list-style-type: none">jira-users	JIRA Internal Directory	Groups · Project Roles · Edit · Delete
demo	Demo patrick@appfusions.com	Count: 5 Last: Today 4:52 PM	<ul style="list-style-type: none">jira-users	JIRA Internal Directory	Groups · Project Roles · Edit · Delete
john.doe	John Doe foo@bar.com	Count: 2 Last: 30/Nov/14 10:33 AM	<ul style="list-style-type: none">jira-developersjira-users	JIRA Internal Directory	Groups · Project Roles · Edit · Delete
patrick	Patrick Li patrick@appfusions.com	Count: 128 Last: Today 4:52 PM	<ul style="list-style-type: none">jira-administratorsjira-developersjira-users	JIRA Internal Directory	Groups · Project Roles · Edit · Delete

Create New User

 There are currently 4 total user(s) set up in JIRA, of which 4 are active and count towards your license limit.

Username*

Password

If you do not enter a password, one will be generated automatically.

Confirm

Full Name*

Email*

Send Notification Email

Send an email to the user you have just created, which will allow them to set up their password (if applicable).

Create

Cancel

Invite Users

i You can invite new users to sign up by entering their email addresses below. An invitation will be sent to each email address. Only the recipient of the invitation will be able to sign up.

Email Addresses *

user1@company.com
user2@company.com
user3@company.com

Enter each email address on a new line or separate addresses using commas.

Note, you cannot invite users by sending an invitation to a mailing list.

Send

Cancel

Login

Username

Password

Remember my login on this computer

public sign up

Not a member? [Sign Up](#) for an account.

Log In

[Can't access your account?](#)

Sign up

Full Name*

Email*

Username*

Password*

Confirm Password*

Please enter the word as shown below



seculed

[Cancel](#)

Groups

Bulk Edit Group Members ?

The Group Browser allows you to browse all the groups in the system.

You can also add and remove groups from here.

Only System Administrators are allowed to delete or edit members of groups with the 'System Administrators' permission.

Filter Group

Name Contains

Filter

[Reset Filter](#)

Groups Per Page

Add Group

create new group

Name

Add Group

Displaying groups 1 to 3 of 3.

Group Name	Users	Permission Schemes	Operations
jira-administrators	1		Delete · Edit Members
jira-developers	2		Delete · Edit Members
jira-users	4		Delete · Edit Members

Groups

Bulk Edit Group Members

This page allows you to edit the user memberships for each group.

You can add to and remove users from multiple groups at a time. When selecting multiple groups please note:

- All the common users in the selected groups are displayed under the 'All' label and the remaining disparate users are displayed under the label with its group name.
- **Removing Users** - Removing user(s) listed in the 'All' section will remove the selected user(s) from all of the selected groups. However if user(s) are selected under a specific group name(s), the selected user(s) will be removed from the group its listed under.
- **Adding Users** - All user(s) to be added are added to all of the selected group(s).

Step 1: Select group(s) to edit and refresh the members list

Step 2: Select users to leave OR join the selected group(s) and click on the corresponding button

Selected 1 of 3 Groups

jira-administrators

jira-developers

jira-users

4 Group Member(s)

jira-users

admin

demo

john.doe

patrick

Add members to selected group(s)



Begin typing to find users.

Add selected users

Remove selected users

Project Role Browser



You can use project roles to associate users and/or groups with specific projects. The table below shows all the project roles that are available in JIRA. Use this screen to add, edit and delete project roles. You can also click 'View Usage' to see which projects, permission schemes and notification schemes are using project roles.

Project Role Name	Description	Operations
Administrators	A project role that represents administrators in a project	View Usage · Manage Default Members · Edit · Delete
Developers	A project role that represents developers in a project	View Usage · Manage Default Members · Edit · Delete
Users	A project role that represents users in a project	View Usage · Manage Default Members · Edit · Delete

Add Project Role

Name

Description

Edit Default Members for Project Role: Administrators



The table below shows the default members (i.e. users, groups) for a project role.

NOTE: When a new project is created, it will be assigned these 'default members' for the 'Administrators' project role. Note that 'default members' apply only when a project is created. Changing the 'default members' for a project role will not affect role membership for existing projects.

- [Return to Project Role Browser](#)

Default Users	Default Groups
Patrick Li Edit	jira-administrators Edit

Assign Default Groups to Project Role: Administrators

You can add and remove default groups from the project role **Administrators** by using the 'Join' and 'Leave' buttons below.

- [<< Return to viewing project role Administrators](#)

Add group(s) to project role:



Add

Groups in Project Role

[jira-administrators](#)

Remove



Roles

JIRA enables you to allocate particular people to specific roles in your project. Roles are used when defining other settings, like notifications and permissions.

- Project Lead: [Patrick Li](#)
- Default Assignee: Unassigned

Project Roles

Users

Groups

Administrators	<input type="text" value="patrick"/> Showing 1 of 1 matching users Patrick Li - patrick@appfusions.co...	<input type="text" value="jira-administrat..."/> Begin typing to find groups.	<input type="button" value="Update"/> <input type="button" value="Cancel"/>
Developers		jira-developers	
Users		jira-users	

[Users](#) / [John Doe](#)

View Project Roles for User



Uncategorized Projects

Project	Administrators	Developers	Users
Demonstration Project			
Global Help Desk			
Hello World			

Global Permissions ?

These permissions apply to all projects. They are independent of project specific permissions. If you wish to set permissions on a project-by-project basis you can set them up in the [Permission Schemes](#).

JIRA Permissions ?

Permissions

Users / Groups

JIRA System Administrators

Ability to perform all administration functions. There must be at least one group with this permission.

Note: People with this permission can always log in to JIRA.

[jira-administrators](#) | [View Users](#) | [Delete](#)

JIRA Administrators

Ability to perform most administration functions (excluding Import & Export, SMTP Configuration, etc.).

Note: People with this permission can always log in to JIRA.

[jira-administrators](#) | [View Users](#) | [Delete](#)

JIRA Users

Ability to log in to JIRA. They are a 'user'. Any new users created will automatically join these groups, unless those groups have JIRA System Administrators or JIRA Administrators permissions.

Note: All users need this permission to log in to JIRA, even if they have other permissions.

[jira-users](#) | [View Users](#) | [Delete](#)

Browse Users

Ability to select a user or group from a popup window as well as the ability to use the 'share' issues feature. Users with this permission will also be able to see names of all users and groups in the system.

[jira-developers](#) | [View Users](#) | [Delete](#)

Create Shared Objects

Ability to share dashboards and filters with other users, groups and roles.

[jira-users](#) | [View Users](#) | [Delete](#)

Manage Group Filter Subscriptions

Ability to manage (create and delete) group filter subscriptions.

[jira-developers](#) | [View Users](#) | [Delete](#)

Bulk Change

Ability to modify a collection of issues at once. For example, resolve multiple issues in one step.

[jira-users](#) | [View Users](#) | [Delete](#)

Add Permission

Permission

Group

Permission Schemes ?

Permission Schemes allow you to create a set of permissions and apply this set of permissions to any project.

All permissions within a scheme will apply to all projects that are associated with that scheme.

The table below shows the permission schemes currently configured for this server. For permissions that apply to all projects see [Global Permissions](#).

Name	Projects	Operations
Default Permission Scheme This is the default Permission Scheme. Any new projects that are created will be assigned this scheme.	<ul style="list-style-type: none">Demonstration ProjectHello World	Permissions · Copy · Edit
Development Permission Scheme	<ul style="list-style-type: none">Sample Scrum ProjectSample Kanban Project	Permissions · Copy · Edit · Delete
Readonly Permission Scheme For projects that cannot be modified.		Permissions · Copy · Edit · Delete

Edit Permissions — Default Permission Scheme



SHARED BY 8 PROJECTS

On this page you can edit the permissions for the "Default Permission Scheme" permission scheme.

- [Grant permission](#)
- [View all permission schemes](#)

Project Permissions	Users / Groups / Project Roles	Operations
Administer Projects Ability to administer a project in JIRA.	• Project Role (Administrators) (Delete)	Add
Browse Projects Ability to browse projects and the issues within them.	• Project Role (Users) (Delete)	Add
View Development Tools Allows users to view development-related information on the view issue screen, like commits, reviews and build information.	• Project Role (Developers) (Delete)	Add
View Read-Only Workflow Users with this permission may view a read-only version of a workflow.	• Project Role (Users) (Delete)	Add
Issue Permissions	Users / Groups / Project Roles	Operations
Assignable User Users with this permission may be assigned to issues.	• Project Role (Developers) (Delete)	Add

Issue Security Schemes



Issue Security Schemes allow you to control who can and cannot view issues. They consist of a number of security levels which can have users/groups assigned to them.

When creating/editing an issue you can specify a level of security for the issue. This ensures only users who are assigned to this security level may view the issue.

The table below shows the issue security schemes currently configured for this server. Please note that you cannot delete issue security schemes which have associated projects.

Name	Projects	Operations
Development Issue Security Scheme Issue security scheme for IT development projects.	• Demonstration Project	Security Levels · Copy · Edit

Add Issue Security Scheme

Edit Issue Security Levels



SHARED BY 1 PROJECT

On this page you can create and delete the issue security levels for the "Development Issue Security Scheme" issue security scheme. Each security level can have users/groups assigned to them.

An issue can then be assigned a Security Level. This ensures only users who are assigned to this security level may view the issue.

Once you have set up some Security Levels, be sure to grant the "Set Issue Security" permission to relevant users.

- View all [Issue Security schemes](#)
- [Change default security level to "None"](#)

Security Level	Users / Groups / Project Roles	Operations
Internal Only (Default) Issues only visible to IT teams members.	<ul style="list-style-type: none">• Group (internal-users) (Delete)	Add · Delete
Public Issues available to all users.	<ul style="list-style-type: none">• Group (Anyone) (Delete)	Add · Default · Delete

Add Security Level



Add a new security level by entering a name and description below.

Name

Description

Add User/Group/Project Role to Issue Security Level

Issue Security Scheme: **Development Issue Security Scheme**

Issue Security Level: **Internal Only**

Please select a user or group to add to this security level.

This will enable the specific users/groups to view issues for projects that:

- are associated with this Issue Security Scheme and
- have their security level set to **Internal Only**

Reporter

Group

Single User 
Start typing to get a list of possible matches.

Project Lead

Current Assignee

User Custom Field Value

Project Role

Group Custom Field Value

Add

Cancel

Permission Helper

Discover why a user does or does not have certain permissions...

User
Begin typing to find a user, leave blank for Anonymous user

Issue

Permission

Begin typing to find a permission or press down to see all

Permission name: [Edit Issues](#)
User: [Patrick Li](#)
Project: [Demonstration Project](#)
Permission scheme: [Default Permission Scheme](#)
Issue: [DEMO-1](#)
Status: ✘ Patrick Li does not have the 'Edit Issues' permission

Status	Summary	Details
✘	Project Role	Patrick Li is not a member of the Developers project role You can change this by going to the 'Demonstration Project' project roles and adding Patrick Li to the missing role(s)

Submit

Chapter 9: Searching, Reporting, and Analysis

FILTERS << All Demo Issues Save as Details ★ Share Export Tools

Find filters Demonstration ... Type: All Status: All Assignee: All Contains text More Advanced switch search views

Order by basic search controls basic/advanced search 3 of 7

DEMO-7 Keyboard shortcuts

DEMO-6 What's next?

DEMO-5 Searching

DEMO-4 Editing issues

DEMO-3 Keyboard shortcuts

DEMO-2 Changing an issue's status

DEMO-1 What is an issue?

FAVORITE FILTERS

All Demo Issues pre-configured and user favoriated filters

Searching Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin Export

Details

Type: Bug Status: OPEN (View Workflow)

Priority: Major Resolution: Unresolved

Affects Version/s: None Fix Version/s: None

Component/s: None Labels: None

Description

Finding issues

Quick Search - located in the top right, useful when you mostly know what you are looking for.

Search for Issues - located in the 'Issues' menu drop down, or keyboard shortcut: g + i. Use this option when you want to perform a more thorough search.

People

Assignee: Patrick Li

Reporter: Patrick Li

Votes: 0

Watchers: 0 Start watching this issue

Dates

Created: 10/Aug/14 2:36 PM

Updated: 10/Aug/14 2:36 PM

Development

Create branch

All Demo Issues — Edited Save Details ★

Demonstration ... Bug Open Assignee: All Contains text More Advanced

1-1 of 1 Refresh

T	Key	Summary	Assignee	Reporter
🔴	DEMO-5	Searching	Patrick Li	Patrick Li

1-1 of 1 Refresh

Find Statuses... Search

- OPEN
- IN PROGRESS
- REOPENED
- RESOLVED
- CLOSED

All Demo Issues

Edited Save

Details

Share

Export

Tools

project = DEMO AND issuetype = |

- Bug
- Epic
- Improvement
- Incident
- New Feature
- Story
- Sub-task
- Task
- Technical task
- Ticket
- Syntax Help

Assignee	Reporter	P	Status	Resolution	Created	Updated	Due
Patrick Li	Patrick Li	↑	OPEN	Unresolved	10/Aug/14	10/Aug/14	

All Demo Issues

Save as

Details

Share

Export

Tools

project = DEMO

1-7 of 7

drag the columns left and right

T	Key	Summary	Assignee	Reporter	P	Status
🔍	DEMO-7	DEMO-1 / Keyboard shortcuts	Unassigned	Patrick Li	↑	OPEN
🔍	DEMO-6	What's next?	Patrick Li	Patrick Li	↑	OPEN
🔍	DEMO-5	Searching	Patrick Li	Patrick Li	↑	OPEN
🔍	DEMO-4	Editing issues	Patrick Li	Patrick Li	↑	RESOLVED
🔍	DEMO-3	Keyboard shortcuts	Patrick Li	Patrick Li	↑	OPEN
🔍	DEMO-2	Changing an issue's status	Patrick Li	Patrick Li	⊘	OPEN
🔍	DEMO-1	What is an issue?	Unassigned	Patrick Li	↑	OPEN

1-7 of 7

Columns

My Defaults Filter System

Search

Restore Defaults

- Assignee
- Created
- Due Date
- Issue Type

Done Cancel

Manage Filters

[Favorite](#)

My

[Popular](#)

[Search](#)

My Filters ?

Filters are issue searches that have been saved for re-use. This page shows all filters that you own.

Name	Shared With	Subscriptions
★ All Demo Issues	• Private filter	None - Subscribe 
★ Critical Issues	• Project: Global Help Desk	None - Subscribe 
☆ Filter for Open Portal Phase 1	• Project: Hello World	None - Subscribe 
☆ Filter for Sample Scrum Project	• Project: Sample Scrum Project	None - Subscribe 
☆ Filter for Sample Scrum Project A	• Project: Sample Scrum Project A	None - Subscribe 

Edit Current Filter ?

 Sharing with everyone will make this visible to users who are not logged in.

Name*

Critical Issues

Description

Favorite 

Shares  **Project:** Global Help Desk 

Add Shares

Everyone



+ Add

Share with everyone

Save

Cancel

Filter Subscription

Recipients

- Schedule
- Daily
 - Days per Week
 - Days per Month
 - Advanced

Interval at

The current server time is 22/Jan/15 7:07 PM - Pacific Standard Time

Email this filter, even if there are no issues found

[Cancel](#)

Delete Filter: Critical Issues



Confirm that you want to delete this filter.

There are 2 other people who have added this filter as a favorite.

There are 2 subscriptions attached to this filter.

[Cancel](#)

Search Shared Filters

Find and modify filters that are shared with any group or role.

Search

Searches in the filter's name and description.

Search

Owner



Start typing to get a list of possible matches.

Name ↑	Owner	Shared With	Popularity
Critical Issues	Patrick Li (patrick)	• Project: Global Help Desk	3
Filter for New Scrum	Patrick Li (patrick)	• Project: New Scrum	Change Owner Delete Filter

Reports

Average Age Report

A report showing the average age of unresolved issues for a project or filter.

Created vs. Resolved Issues Report

A report showing issues created vs. issues resolved.

Pie Chart Report

A report showing the issues for a project or filter as a pie chart.

Recently Created Issues Report

A report showing the number of issues recently created.

Resolution Time Report

A report showing the length of time taken to resolve issues for a project or filter.

Single Level Group By Report

This report allows you to display issues grouped by a certain field

Configure - Pie Chart Report

Report: Pie Chart Report

Description:

A report showing the issues for a project or filter as a pie chart.

**select project or filter
for the report**

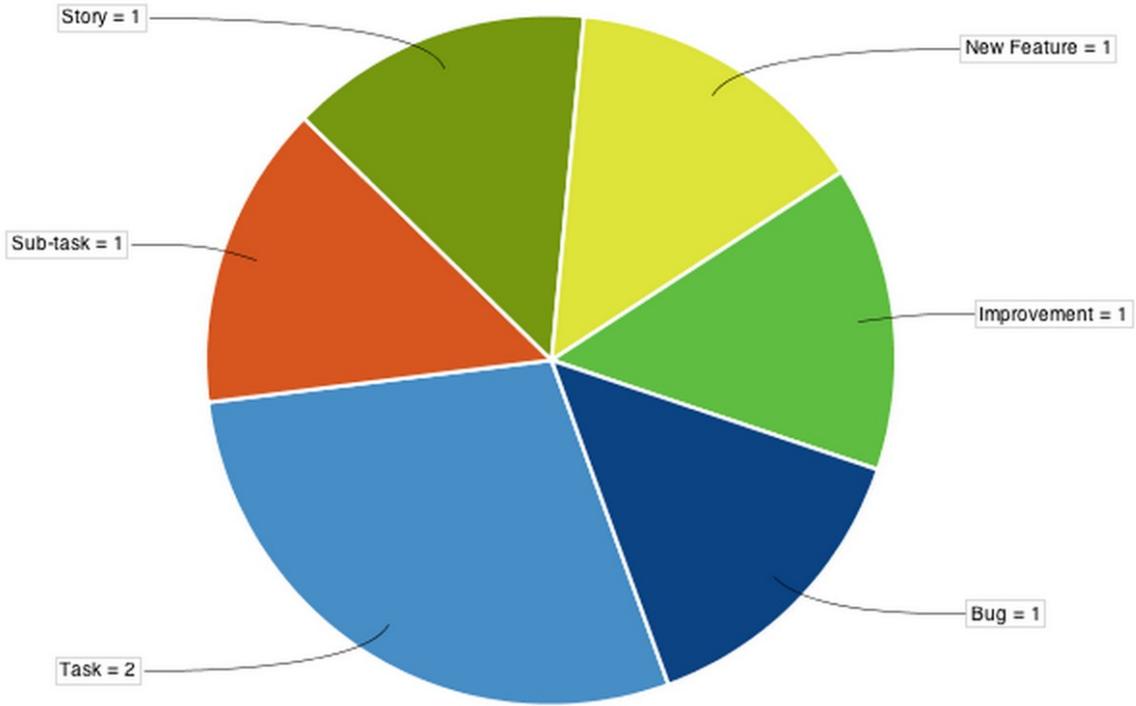
Project or Saved Filter: **Demonstration Project** [Change Filter or Project...](#)
Project or saved filter to use as the basis for the graph.

Statistic Type: 
Select which type of statistic to display for this filter

[Cancel](#)

Project: **Demonstration Project** (Issue Type)

Chart



Data Table

	Issues	%
Task	2	28%
Sub-task	1	14%
Story	1	14%

Manage Dashboards

[Create new dashboard](#)[Restore Defaults](#)[Favorites](#)**My**[Popular](#)[Search](#)

My Dashboards ?

This page allows you to manage all dashboards you own.

Name	Shared With	
★ Customer Portal	• Private Dashboard	⚙️
☆ Demo Dashboard	• Private Dashboard	⚙️
★ Help Desk	• Project: Global Help Desk	⚙️

Create New Dashboard

Name *

Description

Start From

Choose a dashboard whose gadgets will be copied to the new dashboard.
Alternatively, choose 'Blank dashboard' to create a dashboard with no gadgets.

Favorite



Shares

**Group:** jira-users

Add Shares

[+ Add](#)

Share with all users in the 'jira-users' group

[Cancel](#)

Edit Layout

Choose dashboard layout



Close

Gadget Directory

Get more gadgets · Create your own gadget

Search

All (40)

Charts (13)

JIRA (35)

Other (4)

Wallboard (12)



Activity Stream

By Atlassian

Lists recent activity in a single project, or in all projects.

<http://localhost:8080/rest/gadgets/1.0/g/com.atlassian.streams.streams-jira-plugin:act...>

Add it Now



Agile Classic Card View

By Atlassian

Display a specific issue or all the issues in a version.

<http://localhost:8080/rest/gadgets/1.0/g/com.pyxis.greenhopper.jira:greenhopper-car...>

Add it Now



Agile Classic Cumulative Flow Chart

By Atlassian

View the cumulative flow chart for a project (Wallboard capable)

<http://localhost:8080/rest/gadgets/1.0/g/com.pyxis.greenhopper.jira:greenhopper-gad...>

Add it Now



Agile Classic Days Remaining

By Atlassian

Add Gadget to Directory

Gadget Subscriptions

Close

Filter Results

Saved Filter: **No Filter selected**

Quick Find

[Advanced Search](#)

Number of Results:

10

Number of results to display (maximum of 50).

Fields to display

<input type="checkbox"/>	Issue Type	
<input type="checkbox"/>	Key	
<input type="checkbox"/>	Priority	
<input type="checkbox"/>	Summary	

Drag-drop to reorder the fields.

Select a field...



Add

Add fields to the list above by selecting them and clicking "Add".

Refresh Interval:

Never



How often you would like this gadget to update

Save

Filter Results: All Demo Issues



T	Key	P	Summary
	DEMO-7	↑	DEMO-1 / Keyboard shortcuts
	DEMO-6	↑	What's next?
	DEMO-5	↑	Searching
	DEMO-4	↑	Editing issues
	DEMO-3	↑	Keyboard shortcuts
	DEMO-2	⊘	Changing an issue's status
	DEMO-1	↑	What is an issue?

Minimize

Delete

Edit

Refresh

1-7 of 7

Chapter 10: JIRA Service Desk



1 - Customer needs assistance and submits a request to JIRA Service Desk.



2 - Service desk agent picks up the issue.



3 - Customer and service desk agent discuss the problem.



4 - The customer is satisfied and the service desk agent resolves the issue!

JIRA Service Desk Search results All categories Paid or free

**JIRA Service Desk**
Atlassian • Atlassian supported
[IT & HELPDESK](#)

★☆☆ (186)
7,486 installations
Paid via Atlassian

[Free trial](#)
[Buy now](#)

Service and support for teams. Put the power of JIRA in the hands of your service desk team. JIRA Service Desk combines an intuitive, user-friendly experience with powerful SLA management and real-time reporting.

JIRA Dashboards Projects Issues Agile Service Desk Create Search

System Dashboard

Introduction

Welcome to Your Company JIRA
Not sure where to start? Check out the JIRA 101 guide and Atlassian...
You can customize this text in the Administration section.

[Guide for JIRA Administrators](#)

Tools

RECENT

- Welcome to Service Desk
- Global Help Desk
- All Service Desks
- Manage Agents
- Create a Service Desk

Key	Summary	P
DEMO-2	Changing an issue's status	High
SKP-2	Kanban boards are often divided into streams of work, aka Swimlanes. By default, Agile Kanban boards include an "Expedite" swimlane for items marked with the highest priority (like this one)	High
SKP-1	Kanban cards represent work items >> Click the "SKP-1" link at the top of this card to show the Detail view - there's more on Kanban in the 'Description' section	High
DEMO-6	What's next?	Low
DEMO-5	Searching	Low

JIRA Support

Welcome to JIRA Support. Raise a request using one of the options below.



Submit a problem report to us

A report of undesired behaviour of the product



Need help configuring your product?

Technical questions regarding how to configure the product



Need help installing your product?

Questions regarding the installation of the product



Have questions about making the most of your Atlassian product suite?

General questions regarding how the product should be setup to achieve a particular goal



Help Center A / Test Service Desk

Need user access to JIRA RESOLVED



Reference: [TSD-2](#)

Activity

Status changed to **Resolved** with resolution **Fixed** Today 4:17 PM LATEST

Status changed to **Requester action Needed** Today 4:17 PM



Patrick Li Today 4:17 PM

Access has been granted.

People involved



Patrick Li
Creator

You can

[Add a comment](#)

[Add attachment](#)

Details Today 4:15 PM

Which system?

JIRA

Why do you need this?

New team member joining the Portal development team.

ⓘ This service desk project has configuration problems and may not work as expected.

[View error details and repair the problem](#)

Some problems need your attention...



Permission scheme error

The permission setup of this service desk has errors that impact certain service desk functionalities. We recommend that you upgrade your permission scheme to fix this. Upgrading will copy your existing scheme and set the required permissions. [Learn more](#)

[Details of which permissions need to be set...](#)

[Upgrade permission scheme](#)

Your queue is empty. High five your neighbour!



Welcome to Service Desk

[Give Service Desk feedback](#)

Queues People Reports SLA Settings

[Customer Portal](#) [Turn help on](#)

- Unassigned issues (0)
- Assigned to me (0)
- Waiting on customer (0)
- Recently resolved (1)

+ New Queue

Recently resolved [Edit](#)

Time to resolution	T	Key	Summary	Created	Reporter	Due
4:00 ✓	🔒	DESK-1	Create a customer request	19/Feb/15	Anonymous	

1-1 of 1



help center logo

My requests



Company Help Center ← help center name

Welcome to Service Desk ← customer portal name

customer portal logo

Welcome! You can raise a Welcome to Service Desk request from the options provided.



Get IT help

Get assistance for general IT problems and questions [example]

customer portal introduction text



Request a new account

Request a new account for an internal system [example]

Portal settings

Customer Portal name

Welcome to Service Desk

Introduction text (Optional)

Welcome! You can raise a Welcome to Service Desk request from the options provided.

Customer Portal logo

 You can change the header logo and colour scheme on the [JIRA Service Desk configuration page](#). 

- Do not use a logo for this Customer Portal
- Use a custom logo for this Customer Portal



Choose logo

Save logo

Agents

 Add an agent

Agent

Issues in



Patrick Li

ADMIN

0

You can create a new agent or add an existing agent. Adding an agent will send them an email invite to your service desk.
(2 agents used - free trial)

 John Doe - foo@bar.com (john.doe)

AGENT

Add this agent [Cancel](#)

 Invite customers

 Everyone can access

- Everyone with an account can access my Customer Portal
- Anyone can sign up for a **customer account** on my Customer Portal
- Only people on my customer list can access my Customer Portal

Save

Cancel

5:4

7:09 PM

U open

U closed

Request types

Icon	Request name	Issue type	Description (Optional)	Groups	Actions
	Report system outage	 Fault	<input type="text"/>	General *	Add
	Get IT help	IT Help	Get assistance for general IT problems and questions [example]	General	Edit fields Delete
	Request a new account	Access	Request a new account for an internal system [example]	General	Edit fields Delete



Welcome! You can raise a IT Service Desk request from the options provided.

Application Update

General

Infrastructure Change

System Access



Request a new account

Request a new account for an internal system.



Request system access

Request or elevate access to an internal system.



Request VPN setup

Request setup for VPN for external users accessing internal systems.



Deactivate an account

Deactivate an existing account that is no longer needed.

[Request types](#) / [Request a new account](#)

[View this request form](#)

Fields

Workflow Statuses

This request form is linked to the following issue type: **Access** (4 of 9 field/s used)

[+ Add a field](#)

Help and instructions (Optional)

Request a new account for an internal system

Links [\[link name|http://example.com\]](#)

Visible fields

Display name	Required	Field help (Optional)	Actions
Which system?	Yes		Hide Remove
What type of access do you need?	Yes	e.g. 'regular user'	Hide Remove
Why do you need this?	Yes		Hide Remove

Hidden fields with preset values

Name	Preset value	Actions
Labels	Edit value	Show Remove

Which system?

What type of access do you need?

e.g. 'regular user'

When do you need it by?



? February, 2015 x

« ‹ Today › »

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	1	2	3	4	5	6	7
7	8	9	10	11	12	13	14
8	15	16	17	18	19	20	21
9	22	23	24	25	26	27	28

Select date

Create Cancel

Fields Workflow Statuses

Workflow status in JIRA [view workflow](#)

Status name to show customer

Open	Waiting for support
In Progress	Waiting for support
Resolved	Resolved
Reopened	Waiting for support
Closed	Resolved
Waiting for Info	Waiting for customer

Save

[Discard unsaved changes](#)

Time will be measured between the **Start** and **Stop** conditions below.

Start

Begin counting time when

- Issue Created
- Assignee: From Unassigned
- Assignee: To Unassigned
- Assignee: Changed
- Entered Status: Resolved
- Entered Status: Reopened
- Entered Status: Open
- Entered Status: Waiting for Info
- Entered Status: Closed



Pause on

Time is not counted during

- Assignee: Set
- Assignee: Not Set
- Status: Resolved
- Status: Reopened
- Status: Open
- Status: Waiting for Info
- Status: Closed
- Status: In Progress
- Resolution: Set



Stop

Finish counting time when

- Assignee: Changed
- Entered Status: Resolved
- Entered Status: Reopened
- Entered Status: Open
- Entered Status: Waiting for Info
- Entered Status: Closed
- Entered Status: In Progress
- Resolution: Set
- Resolution: Cleared

Time will be measured between the **Start** and **Stop** conditions below.

Start

Begin counting time when

- Issue Created
- Entered Status: In Progress
- Assignee: To Unassigned
- Assignee: Changed
- Entered Status: Resolved
- Entered Status: Reopened
- Entered Status: Open
- Entered Status: Waiting for Info
- Entered Status: Closed

→

Pause on

Time is not counted during

- Assignee: Set
- Assignee: Not Set
- Status: Resolved
- Status: Reopened
- Status: Open
- Status: Waiting for Info
- Status: Closed
- Status: In Progress
- Resolution: Set

→

Stop

Finish counting time when

- Entered Status: Reopened
- Entered Status: Open
- Entered Status: Waiting for Info
- Entered Status: Closed
- Entered Status: In Progress
- Resolution: Set
- Resolution: Cleared
- Comment: By Customer
- Comment: For Customers

Goals

Issues will be checked against this list, top to bottom, and assigned a time target based on the first matching JQL statement.

Issues (JQL)	Goal	Calendar	Success this week
Priority = Blocker	1h	24/7 Calendar (Default)	
Priority = Critical	4h	24/7 Calendar (Default)	
Priority = Major	8h	24/7 Calendar (Default)	
All remaining issues	12h	24/7 Calendar (Default)	

Goals

Issues will be checked against this list, top to bottom, and assigned a time target based on the first matching JQL statement.

Issues (JQL)	Goal	Calendar
<input checked="" type="checkbox"/> Priority = Blocker	<input type="text" value="1h"/> (e.g. 4h 30m)	<input type="text" value="24/7 Calendar (Default)"/> <input type="button" value="Add"/>
All remaining issues	No target	24/7 Calendar (Default)

Calendars

Sample 9-5 Calendar

+ Add calendar

Work week

Saturday	09 : 00	to	12 : 00	Add
Tuesday	09:00		17:00	Delete
Wednesday	09:00		17:00	Delete
Thursday	09:00		17:00	Delete
Friday	09:00		17:00	Delete
Saturday	09:00		12:00	Delete

Holidays

Name	Date	Repeat	
Christmas Day	25/Dec/14	Each year	Add
New Year Day	1/Jan/15	Each year	Delete

Save
Cancel

[Close](#)

New Queue

Name

Issues to show

Priority = Blocker and Resolution = Unresolved (?) Basic

Columns

Key ✕
Summary ✕
Assignee ✕
Created ✕
Updated ✕
Due Date ✕

Create
Cancel

Key	Summary	Assignee	Created	Updated	Due
GHD-3	Internal user directory not working	John Doe	20/Feb/15	20/Feb/15	

Configure Application Links ?

You have no application links right now. To create an application link begin by entering the URL of application you wish to link to.

Application [Create new link](#)

Confluence KB

Configure a Confluence knowledge base

You can link your Service Desk to a Confluence Space as a knowledge base. Your customers will be able to search the knowledge base right from the Customer Portal.

- Don't link to a knowledge base
- Link to a knowledge base

Application

▼

Space

▼

[Create a knowledge base space](#)

[Cancel](#)



Create KB article



Export ▾

SI

Primary problem / desired outcome

Installing VPN client on Mac OSX

Labels

Pe

Template

How-To

Create

Cancel



Company Help Center
IT Service Desk

Welcome! You can raise a IT Service Desk request from the options provided.

Installing VPN client on Mac OSX

- Request a new account for an internal system.
- Request system access**
Request or elevate access to an internal system.
- Request VPN setup**
Request setup for VPN for external users accessing internal systems.
- Deactivate an account**
Deactivate an existing account that is no longer needed.

General

Infrastructure Change

System Access

Chapter 11: Advanced Features

JIRA Agile Search results All categories Paid or free



JIRA Agile

Atlassian • Atlassian supported

PROJECT MANAGEMENT CUSTOM FIELDS

★★★★★ (307)

41,418 installations

Paid via Atlassian

Free trial

[Buy now](#)

JIRA Agile adds Agile project management to any JIRA project. It's perfect for building and grooming a backlog, planning work, visualizing team activity and reporting team progress.

JIRA
Dashboards ▾ Projects ▾ Issues ▾ Agile ▾ Create
Search

System Dashboard

Introduction



Welcome to Your Company JIRA

Not sure where to start? Check out the [JIRA Atlassian training course](#).

You can [customize this text](#) in the Administration section.

[Guide for JIRA Administrators](#)

RECENT BOARDS

[Sample Scrum Project](#)

more...

Manage Boards

Getting Started

Classic...

JIRA Agile menu

Assigned to Me
Tools ▾

T	Key	Summary	P
+	DEMO-2	Changing an issue's status	⊘
@	DEMO-6	What's next?	↑
↗	DEMO-3	Keyboard shortcuts	↑
●	DEMO-5	Searching	↑

1-4 of 4

I

SSP-1

↑

As an Agile team, I'd like to learn about Scrum >> Click the "SSP-1" link at the left of this row to see detail in the

2

Manage Boards
Create board

Board Name	Board Type	Administrators	Saved Filter	Shares	Operations
Critical Issues	Kanban	Patrick Li	Critical Issues	🔒 Project: Global Help Desk	Configure Copy Delete
DMS Review Board	Scrum	Patrick Li	Filter for New Scrum	🔒 Group: jira-users	Configure Copy Delete
Sample Kanban Project	Kanban	Patrick Li	Filter for Sample Kanban Project	🔒 Project: Sample Kanban Project	Configure Copy Delete
Sample Scrum Project	Scrum	Patrick Li	Filter for Sample Scrum Project	🔒 Project: Sample Scrum Project	Configure Copy Delete

QUICK FILTERS: Bug Only Only My Issues Recently Updated

EPICS

All issues

Client configuration file structure refactor
SSPA-24 Refactor the configuration json file structure

Issues 3

Completed 0

Unestimated 0

Estimate 9

Create issue in epic

Issues without epics

epics panel

Sample Sprint 2 issues

16/Sep/14 12:10 PM • 30/Sep/14 12:30 PM

SSPA-15 As a scrum master, I can see the progress of a sprint via the Burn 4

SSPA-16 As a team, we can finish the sprint by ci Client configuration ... 2

Backlog 8 issues

Create Sprint

SSPA-1 As an Agile team, I'd like to learn about Scrum >> C Version 2.0 2

SSPA-2 As a product owner, I'd like to Version 2.0 Client configuration ... 2

SSPA-3 As a product owner, I'd like to rank stories in the bac Version 3.0 5

SSPA-4 As a team, I'd like to estim Version 3.0 Client configuration ... 5

SSPA-5 As a team, I'd like to commit to a set of stories to be completed in a 1

SSPA-6 As a scrum master, I'd like to break stories down into tasks we can 1

SSPA-8 As a product owner, I'd like to include bugs, tasks ar Version 2.0

SSPA-9 As a developer, I'd like to update story status during the sprint >> C 3

Sample Scrum Project A / SSPA-16

As a team, we can finish the sprint by clicking the cog icon next to the sprint name above the "To Do" column then selecting "Complete Sprint" >> Try closing this sprint now

Estimate: 2

Details

Status: IN PROGRESS

Component/s: None

Labels: None

Affects Version/s: None

Fix Version/s: None

Epic: Client configuration file x structure refactor

People

Reporter: Patrick Li

Assignee: Unassigned

Create an Agile board

Scrum

Scrum focuses on planning, committing and delivering time-boxed chunks of work called Sprints.

Create a Scrum board

Create a Scrum board with sample data

Kanban

Kanban focuses on visualising your workflow and limiting work-in-progress to facilitate incremental improvements to your existing process.

Create a Kanban board

Create a Kanban board with sample data

Cancel

Create an Agile board

- New project and a new board**
New board is based on the new project.
- Board from an existing project**
Boards can contain one or more projects.
- Board from an existing Saved Filter**
An advanced option using a JQL filter.

Back

Next

Cancel

Name this board

Board name*

Saved filter*

Shares  **Project:** Global Help Desk

Owner **Patrick Li**

Saved Filters

Choose from a list of existing filters as a base for your new board. To create a new Saved Filter, save a search in the Issue Navigator.

Back

Create board

Cancel

Create Epic

 Configure Fields ▾

Project*

Issue Type* 

Epic Name*

Provide a short name to identify this epic in the JIRA Agile boards.

Summary*

Create another

Create

Cancel

Sample Scrum Project



QUICK FILTERS: [Only My Issues](#) [Recently Updated](#)

VERSIONS

EPICS

All issues

Sample Epic

SSP-25 This is a sample epic

Issues 2

Completed 0

Unassigned 1

Estimate 4

Create issue in epic

UI Refactor Phase 3 5 issues

0 7 7

05/Feb/15 7:39 PM • 19/Feb/15 7:39 PM

↑ SSP-2 As a product owner, I'd like to express work in terms of actual user pr Version 2.0 Sample Epic 2

↑ SSP-3 As a product owner, I'd like to rank stories in the backlog so I can communicate the pr Version 3.0 5

↑ SSP-1 As an Agile team, I'd like to learn about Scrum >> Click the "SSP-1" link at the left of t Version 2.0 2

↑ SSP-8 As a product owner, I'd like to include bugs, tasks and other issue types in my backlo Version 2.0

↑ SSP-4 As a team, I'd like to estimate the effort of a story in Story Points so we can understand Version 3.0 5

Start Sprint

5 issues will be included in this sprint.

Sprint Name:*

UI Refactor Phase 3

Start Date:*

05/Feb/15 7:39 PM



End Date:*

19/Feb/15 7:39 PM



Start

Cancel

Sample Scrum Project

SPRINT: UI Refactor Phase 3 ▾

QUICK FILTERS: [Only My Issues](#) [Recently Updated](#)

To Do

Sprint Name: **UI Refactor Phase 3**

Start Date: **05/Feb/15 7:39 PM**

End Date: **19/Feb/15 7:39 PM**

[Complete Sprint...](#)

Sample Kanban Project

[Plan](#) [Work](#) [Report](#) [Board ▾](#) [⌵](#)

QUICK FILTERS: [Only My Issues](#) [Recently Updated](#)

4 Backlog

1 Selected for Development

2 In Progress Max 1

3 Done

[Release...](#)

↳ Expedite 2 issues

 SKP-1
⚠ Kanban cards represent work items >> Click the "SKP-1" link at the top of this card to show

 SKP-2
⚠ Kanban boards are often divided into streams of work, aka Swimlanes. By default,

↳ Everything Else 8 issues

 SKP-3
↑ Add work items with "+ Create Issue" at the top right of the screen >> Try adding a new

 SKP-4
↑ Work items are ranked in priority order (from top to bottom) >> Try dragging this card over the

 SKP-5
↑ Work items flow through different stages from left to right >> Try dragging this card to

 SKP-6
↑ Work In Progress (WIP) limits highlight delays. This column's limit is 1...

 SKP-7
↑ ... so 2 work items violate the limit and cause the column to be highlighted

 SKP-8
↑ Filters at the top of the board allow you to quickly cut down the shown items >> Try clicking

 SKP-9
↑ As teams develop with Kanban they get better at reducing average resolution time (aka

 SKP-10
↑ Instructions for deleting this sample board and project are in the description for this issue >>

Column management

Columns can be added, removed, reordered and renamed. Columns are based upon global statuses and can be moved between columns. Minimum and maximum constraints can be set for each mapped column.

Column Constraint

Constraints can be added to columns on the board for one statistic.

Days in column

Show a visual indicator on each card that represents the time spent in the column. This can help identify slow moving issues.

Simplified Workflow **Using Agile Simplified Workflow**

The [workflow](#) for project **Sample Kanban Project** is currently managed by JIRA Agile. Project Administrators can add and remove statuses below. (?)

min/max restrictions

Unmapped Statu...	Backlog	Selected for D...	In Progress	Done
Drag statuses from a column to unmap them	Drag to rearrange, or delete	Drag to rearrange, or delete	Drag to rearrange, or delete	Drag to rearrange, or delete
	<input type="button" value="No Min"/> <input type="button" value="No Max"/>	<input type="button" value="No Min"/> <input type="button" value="No Max"/>	<input type="text" value="5"/> <input type="text" value="10"/>	<input type="button" value="No Min"/> <input type="button" value="No Max"/>
	<input type="button" value="BACKLOG"/> 4 issues <input type="checkbox"/> Set resolution	<input type="button" value="SELECTED FOR D..."/> 1 issue <input type="checkbox"/> Set resolution	<input type="button" value="IN PROGRESS"/> 2 issues <input type="checkbox"/> Set resolution	<input type="button" value="DONE"/> 9 issues <input checked="" type="checkbox"/> Set resolution

Release

3 issues will be released from **Sample Kanban Project**

Version name

Release Date

5/Feb/15



Description

Release

Cancel

- Profile
- Atlassian Marketplace
- MY JIRA HOME
 - Dashboard
 - Agile
 - Issue Navigator
- Log Out

Assigned to Me

T	Key	Summary	
	DEMO-2	Changing an issue's status	
	SKP-2	Kanban boards are often divided into streams of work, aka Swimlanes. By default, Agile Kanban boards include an "Ex swimlane for items marked with the highest priority (like this	
	SKP-1	Kanban cards represent work items >> Click the "SKP-1" link at the top of this card to show the Detail view - there's more on Kanban in the 'Description' section	
	DEMO-6	What's next?	
	DEMO-3	Keyboard shortcuts	
	DEMO-5	Searching	

Got Feedback?

 Please provide your feedback below:

Rate this page* Awesome! Good Meh! Bad Horrible!

What do you like?*

What needs to be improved?*

Attach file No file chosen

Name

Confluence Spaces People Create

Report an Issue

 Please provide details of the issue you are experiencing:

Summary*

Description

System **custom field from JIRA**

trigger →

6. Lay out your page

Edit Announcement Banner

You can set HTML text which will display as a banner at the top of all pages in JIRA. This is useful for alerting users of upcoming system-wide changes.

Announcement

Visibility Level Public - Show to anyone
 Private - Show to logged in users only

Set Banner